Prakash

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**Professional Experience**

**General Mills Inc** **September 2015 – January 2016**

**Trade Analyst – Finance (Canada Customer Accounting)**

**Job Responsibilities:-**

**Service Delivery**

* Provide Analysis & Insights on Trade Gaps
* Deal Sheet Management – Improve Reporting [Dynamic reporting, Performance view] ,Develop Analysis & Insights
* Ensure PRISM ACCURACY is maintained using various approach viz., audit, reporting, rightsizing, providing insights & analysis.
* Identify, recommend and facilitate the implementation of  process improvement initiatives to improve efficiency
* Analyzing current status and eliminating NVA work
* Partner with Sales FA on the projects that will enable value to the business
* Enhance Trade Knowledge by collaborating with Sales & Finance
* Reporting :Automating current reporting
* Execution & completion of Knowledge Management i.e. Strong Process & Training Documentation should be in place

**General Mills Inc**  **July 2009 – August 2015**

**Associate Assistant Manager – Finance (O2C – Trade Deduction Management)**

**Job Responsibilities:-**

**Service Delivery**

* Provide process expert service to team member, also able to individually contribute as needed by the business
* Conduct calibration calls with the stakeholders to understand expectations, provide feedback and reports and resolve queries or escalations
* Monitor performance to ensure smooth functioning in accordance to the pre-set deadlines, procedures and service standards (SLAs)
* Maintain the team’s quality in service delivery by ensuring that it is updated on process knowledge, providing expert technical referral support & setting and conducting monthly product knowledge tests (PKTs) for team members
* Ensure Backups & cross trainings in place for all processes

**Service Excellence**

**Workflow Management**

* Plan, coordinate, and supervise activities related to the distribution of work
* Assessment and allocation of incoming work,  in accordance with service levels and work prioritization matrix
* Reallocation of work due to any unplanned absenteeism to ensure delivery timelines
* To discuss workflow targets with individuals and provide relevant feedback to manager

**MIS**

* Stream Lining MI reports used in operations and preparation of Dashboard
* Proactively identify problems and present suitable solutions
* Ensuring compliance to internal and external regulations and procedures (SOX)
* Preparing and analyzing daily and monthly reports for Service Delivery

**Knowledge Management**

* Lead, motivate, counsel, develop and  coach newly recruited team members to meet their KPI’s, mainly accuracy & productivity
* Ensure strong, clear process documentation and controls are in place & review them every 6 months.
* Performance review conducted on weekly basis for new entrants
* Ensure an error log in place to perform, Error Analysis to suggest development plan

**Talent & Org**

* Weekly 1:1 with team members
* Conduct Monthly team meetings to update team on progress / Issues & feedback from Client / GBS leadership team
* Lead, develop and coach team members on their performance and personality
* Set clear Objectives at beginning of the year & provide periodic feedback on the progress

**Site Level Accomplishments:-**

* Active Member of Project MARS (Won management Award across GMI & GBS)
* Active member for the FSS R&R team to drive Rewards and Recognition across Finance
* Key team member for leading Business Continuity plan across O2C team
* Fire Warden – went through the training for role of fire warden
* Event Committee member

**Wipro - UBS Investment Bank Division October 2004 to June 2009 Analyst – Confirmation Matching**

Joined Wipro BPO (UBS Investment Bank Division - Hyderabad) as an Analyst, Migrated core functions within the Credit confirmations processes for Flow CDS, Index and Tranche trades in November 2007.

**Job Profile: -**

* Confirming CDS (Single name index) and Swaption trades facing other major Interbank’ s via DTCC (Electronic Universal Platform for confirming trades)
* Reconciliation and matching of trades between DTCC and Risk Management Systems
* Resolving confirmation queries raised by counterparties with the help of middle /front offices
* Investigation of Breaks and Counterparty Alleges from Risk Management within the timeframe
* Managing Risk on trades by actively supervising on different accounts
* Handling Counterparty and Internal escalations
* Involved in various ad-hoc projects and User Acceptance Testing
* Providing updates to Risk Management team on High Risk issues
* Attending Higher Management calls on High Risk trades and discuss Strategic Planning to effectively mitigate risks on these trades
* Providing weekly statistics to higher management

**Piramyd Retail & Merchandising Pvt. Ltd November 1999 to September 2004 Sr. Customer Service Executive**

* Providing World class service to all our Customers
* Interacting and assisting customers at the front end and over the phone
* Converting customers to become a part of Loyalty program of the store and providing complete information about its working, advantages and benefits and entertaining enquiries and doubts about the same
* Handling various promotions and schemes in the store
* Handling Customer queries effectively and reverting back on time
* Setting up new process for the front and back-end training of new employees

**Achievements: -**

**General Mills Inc**

* Being SME for reporting and analytics, created & developed multiple report for Trade finance and Sales team, which was appreciated by higher management and US manager
* Being part of the migration of new trade payment application (CTM) from US to Mumbai and completed successful implementation
* Prepared customer profile for various regions such as BOTG, Canada & Retail division for smoother functioning of team, which was approved & appreciated by Functional Manager (US)
* Actively participated and worked with USF for AT/Discrepancy project
* Created Macro for AT project which has saved lot of time in formatting data as per requirement
* Given process training for promotion adjustment

**Wipro - UBS Investment Bank Division**

* Achieved the best team award across all sites (Converges, Mahila, Philippines) for the year 2006-2007
* Have been awarded for the Best Sales for the period of 24th-30th April 05

**Piramyd Retail & Merchandising Pvt. Ltd**

* Received HEARTS (Having efficiency and Attitude Require to Serve) award for exceptional service provided
* Have been awarded Employee of the Year for Outstanding Performance in Customer Satisfaction and Sales Achievements
* Awarded with PHARAOHS award for Service excellence for the month of September 2003

**Academics:**

**Graduate in Bachelors’ of Commerce (Accounting and Finance)** Degree from Mumbai University, 2002 Full Time

**Computer Skills**

* SAP – End User
* Office Application: MS Office

**PERSONAL DETAILS**

* Date Of Birth : 30th September 1977
* Language’s Known : English, Hindi & Marathi
* Interest : Interacting with People, Travelling and Music