**RAMYA**

**Email:** **ramya.351059@2freemail.com**

**Senior managerial assignments in Banking Operations/ Administration preferably in Dubai**

**EXECUTIVE SUMMARY**

* A competent professional with **around 7 years** of experience in Client Relationship Management, Analytics and Operations Management.
* Proficient in streamlining processes and training systems with in-depth understanding and continuous optimization of individual, KPI's, SLA’s, objectives and targets.
* Strong process management, prioritization and multi-tasking capabilities.
* Excellent leadership, influencing, organization, communication, interpersonal and teamwork skills.
* Strong ability to isolate problems, analyze data and drive business strategies, decisions, and solutions with a track record as a change agent and transformative force in organizational and operational improvements.
* Possess excellent problem-solving, analytical and technical troubleshooting skills and committed to seeking and creating quality improvements to existing processes.

**KEY RESULT AREAS**

**Operations Management:**

* Formulating operational goals and developing business plans for the achievement of these goals.
* Generating reports to update the top management.
* Formulating operational goals and developing business plans for attaining these goals.

**Process Management:**

* Monitoring the SLA’s and KPI’s for the process, identifying improvement areas and implementing adequate measures to maximise customer satisfaction level.
* Streamlining overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Suggesting alternatives to improve & enhance the services standards and reviewing the systems to further improve quality.

**Quality Management/ Audits:**

* Devising process parameters, quality evaluation, grading system and testing techniques for evaluation and managing documentation of the same.
* Conducting internal process audits and process reviews for ensuring strict adherence to the process parameters/systems.

**Client Servicing:**

* Identifying improvement areas based on client feedbacks & implementing effective measures to maximize customer satisfaction.
* Streamlining the process – setting and maintaining Critical to Quality (CTQ), Critical to Process (CTP) targets for the process.
* Understanding the requirements received from the client and coordinating with the client for finalizing requirements and scope.

**CAREER CONTOUR**

**Since Jan’10 with Tata Consultancy Services, Chennai**

**Growth Path:**

Process Associate Jan’10 – Aug’12

Quality Analyst Sep’12 – Mar’15

Process Lead Apr’15 – till date

**Accountabilities as Process Lead**

* Handling the project deliveries meeting TAT and Service Level Agreement along with working in US Mortgage Foreclosure process.
* Monitoring and ensuring those clients’ goals are met along with analyzing the individual performance of each team member and motivate them to perform even better.
* Providing monthly quality and various reports to the top level management along with preparing various project related reports as per clients’ request.

**Accountabilities as Process Associate**

* Delivered the daily task to the client with 100% quality and TAT and coordinated with attorneys for helping them to complete all the foreclosure milestones within the state guidelines and time frame.
* Followed up for the bidding instruction as per the Investor, Insurer and State guidelines and procedures.
* Ordered the Broker Price Opinion with the vendor according to insurer and investor’s guidelines.
* Provided the entity to the attorney office, in which the foreclosure action to be taken for each loan.
* Intimated the sale results to the investors, insurers and client as per their requirements.

**Accountabilities as Quality Analyst**

* Identified the process gaps and provided solutions to reduce the errors.
* Provided constructive feedback to team members so that their quality score can improve and errors can be reduced.
* Identified bottom level performers and created action plan to improve.
* Prepared and presented the monthly QC score and trend of the team.

**Highlights**

* Achieved appreciations and recognitions from Management as well as from Onshore Portfolio Managers.

**ACADEMIC CREDENTIALS**

**MBA (Finance); 2012**

Pondicherry University with 55%

**B.Com.; 2009**

Anna Adarsh College with 67%

**TECHNICAL SKILLS**

MS Windows and MS Office

**CERTIFICATES**

* Certificate in Anti-Money Laundering
* Certificate in Accounting Fundamentals
* Certificate in US Mortgage Advanced

**PERSONAL DOSSIER**

**Date of Birth:** 7th February 1989

**Linguistic Abilities:** English, Malayalam, Hindi and Tamil