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**Swapna**

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**CAREER OBJECTIVE**

Being an enthusiastic and goal oriented person with a firm belief in my capabilities, I envision making and putting 100% efforts to grow not only as professional but also as a person.

**SKILLS**

Detail Oriented

Effective Problem Solver Client Focused

Great Negotiation Skills Adherence to High Client Service Standards

Good knowledge in Accounting, Reporting Multi-Tasking

and Finance Self-motivated individual to accomplish goal

**CAREER OUTLINE**

* Deftness in handling overall functioning of processes & implementing processes in line with the pre-set guidelines.
* Demonstrated ability to quickly learn the various activities handled.
* Recognised as a most reliable employee by the Business for the outstanding contribution and professionalism and was promoted to Team leader in Northern trust Co, within a short span
* Conceptualise and recommend strategies to improve operational performance and management processes
* Conduct research and end-to-end analysis of queries.
* Ensure delivery on key metrics and report to relevant stakeholders
* Prepare, manage and analyse budgets and forecasts
* Maintain relationships with numerous stakeholders and handled Client presentations.
* Out of Box thinking to enhance the existing policies & procedures resulted in cost and Time savings for business excellence.

**ORGANIZATIONAL CONTOUR**

* Team Leader (Officer – Assistant Manager) having nearly 7.5+ years of Experience in Custody fee billing, Recovery of Market Associated charges and Sub Custody payment at Northern Trust. Handling team of 13+ members.
* Have 3.4 years of Experience in Investment Banking, under various processes of F&O Brokerage, E-Trading middle office & Marketing Support within financial offshoring / outsourcing space in JP Morgan.

**Northern Trust India Private Ltd., Bangalore from Oct’10 to May’18**

**Team Leader – Officer: Sub Custody (A/Cs Payable) & Custody process (A/Cs Receivables)**

* Conduct research and end-to-end analysis of SubCustodian invoices. Validating the fee charged as against charges expected by the Northern trust. In case of any discrepancy, had to investigate and justify the reason before passing for payment.
* Maintain relationships with numerous stakeholders: Regular interaction with the Sub Custodian (external) and Network Manager / Account Manager / London counterparts (Internal) for any concerns / query.Build credibility, establish rapport and maintain communication with stakeholders at multiple levels.
* Handling the Recovery process – Direct Debiting of the client account for the charges incurred for the products: 3rd party Fixed deposit & Foreign exchange, Delivery Receipts and Market Associated cost charged by the Sub Custodians.
* **Analysing** and make recommendations for business process improvement, process mapping and process design. Handling the **customer queries** and was also recognised with positive feedbacks.
* **Migration and standardization of the processes** i.e., SubCustody Invoice coding and reviewing of the expenses charged, Market Associated Cost – direct debiting client account to recover the expense and Guernsey Custody direct debit process. Ensured cross trainings are covered with completed knowledge transfer.
* Handling the custody fee billing process for the APAC and EMEA clients.Handling the custody fee billing process - Generation of Invoice, handling queries and maintaining Clientaccounts, collection of payments and passing journal entries.
* **Team Management**: Ability to work with and manage individuals from varying backgrounds, while promoting team values. Leading, mentoring & monitoring the performance of team members to ensure efficiency in process. Encouraging team members to communicate ideas, suggestions & actively partnering with in-house clients to establish performance improvement interventions that meet business needs.
* **Training** and inducting the new staff and cross trainings carried out on timely manner.
* Responsible for allocation for daily BAU and meeting agreed SLAs
* Timely discussion with the team members to understand the issues / concerns and also assist them in their career growth.
* Ensure delivery on key metrics and report to relevant stakeholders: Manage KPIs and Primary point of contact for customers to discuss concerns. Ensuring continuous interaction with customers to achieve improved service levels.
* Preparing & presenting various weekly / monthly MIS reports pertaining to process and productivity
* Prepare, manage and analyse budgets and forecasts
* Active member of the Fun committee and also participated in the sports activity.

**JP Morgan Services India Ltd., Bangalore fromJune’07 to Oct’10**

**Operations Analyst – F & O ETD Brokerage**

* Handling Electronic and Manual Brokerage settlement for the entire JP Morgan F & O business
* Inducts new staff and ensures adequate cross training is carried out
* Responsible for allocation and meeting agreed SLAs by leading the team.
* Build credibility, establish rapport and maintain communication with stakeholders at multiple levels.
* Streamlined the Futures Receivables process of J.P.Morgan - Receivables accounts for Futures exchanges
* Mainly responsible for effectively following up with Clearing Brokers for the timely settlement of Outstanding Invoices, Collection and allocation of payments
* Monitoring customer account details for non-payment, and other irregularities
* Having extensive exposure to electronic Brokerage settlement platforms like Give up Payment System (GPS) & Electronic Give-Up Automated Invoicing System (E-Gains)
* Encouraging team members to communicate ideas, suggestions & actively partnering with in-house clients to establish performance improvement interventions that meet business needs.

**Operations Analyst – E-Trading Middle office (1.5 years)**

* Responsible for providing access to the external client to trade with the company via electronic platforms for Fixed Income Products
* Expertise on 3 electronic platforms – MarketAxess , TradeWeb and BondVision
* Investigations of the trade queries
* Reporting the MIS to the Business Heads on Weekly basis.
* Performing reconciliation between systems like Bloomberg, TradeWeb, BondVision, and MarketAxess with the internal client and sales mappings systems. The Reconciliation was to ensure that the client and sales mappings are in place and the trade STP
* Worked on the Project like Exceptions Monitoring, New Product launch on the TradeWeb – JGB, MDP clean up.
* Part of AACT Admin team to provide access to the external systems for the internal employees.

**Operations Analyst – Marketing Support (1 Year)**

* Responsible for reconciling trades of credit and rates products for the EMEA region. Reconciliation was between the two internal system i.e., Dart (Trader blotter)and Verve (Reporting tool) to ensure that trade details reflects the same on both the systems and reporting any issues to the Middle office team
* Weekly reporting of the Desk head reports, exceptions to the middle office team and MIS to the Business Head.
* Implemented the process improvement whereby reduced the 8 hrs in a month. Was also recognized with individual award.

**EDUCATION QUALIFICATIONS:**

• Passed BCOM from ST Agnes College, Mangalore in 2007 securing 84% marks

• Passed PUC from ST Ann’s College, Mangalore in the year 2004 securing 81% marks.

• Passed Secondary School from ST Gerosa School in the year 2002 securing 79% marks.

**Personal Information**:

Date of Birth : 2nd Sept, 1986

Nationality : Indian

Marital Status : Married

Visa status : Visit Visa

Languages known : English, Hindi, Kannada & Tulu

**Declaration**

I, hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

**(Swapna)**