**Miss. Ashwini**

**C/o 971504973598**

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**PROFILE & StrengTH:-**

Bachelor in Commerce with over all 9.02**y**ears of Exp. in field of Investment Banking, Project Transition, Business Analytics, Data analysis, Operation Management, Insurance and Process Improvement in the field of Operations Manual & Functional testing.

Good knowledge in applications/tools like MS Word, MS Power Point, MS Excel, HPLM, JIRA & Sharepoint

**PROFESSIONAL EXPERIENCE:-**

* **KPMG:-** June 15, 2015 to July 22, 2016
* **Bank of New York Mellon:** - Aug 3, 2009 to May 28, 2015
* **WNS Global Services: -** Oct 23, 2007 to Jan 1, 2009

**Professional Skills:-**

* Project Planning, Effort Estimation, Coordination with multiple stakeholders, Root Cause Analysis
* Manage Multiple Deliverables like Test Report, Test Design, Test Execution Results & Weekly status report.
* Direct Interaction with clients, vendors & leadership team.
* Tools used HPALM, JIRA & Sharepoint
* Teamwork, Team Leadership, Good analytical skills
* Solution driven, professional and enhanced ability to perform well under pressure.
* Proactive, knowledge-hungry self-starter
* Energetic with a never-give-up attitude, lots of patience and great sense of humour
* Personal responsibility and ownership of work
* A critical thinker, trying to identify improvement opportunities in business process
* Always delivered results oriented performance within the time limits
* A quick-learner with the ability to grasp new ideas and concepts
* Commitment towards work & learning
* Sound knowledge of Capital Market, Reconciliation, Derivatives, Commodities, Bonds, Hedge& Mutual Funds
* Experience in Functional, Integration, Ad-hoc, Retesting and Regression testing
* Experience in analyzing and reporting the bugs using Bug Tracking tool (QC) and SharePoint.

***Projects Handled in KPMG:-***

* ***Worked for “JP Morgan Chase” in Transfer agency profile along with functional and regression testing on multifonds application.***
* ***Worked for “Qatar National Bank” in Fund accounting profile along with functional and regression testing on money ware fundware application.***
* ***Worked on “Knowledge Management System” globally for KPMG along with Functional and Regression testing.***

**KPMG INDIA (from June 15TH 2015 – 22ND jULY 2016) As a Management Consultant for Business Excellence Advisory**

**Business Analyst Role & Responsibilities:-**

* Worked on Back office reports, Fund Manager reports and also on client reports as per the requirement persist from them.
* Give training to new people and make them understand about Multifonds and Fundware application functionality.
* Coordinating with development team and make them understand requirement of functionality
* Coordinating with consultant and bring clarity on FRD Interface(Migration) testing
* Analysing and understanding the gaps in the product based on the Business requirement document and writing the Functional requirement documents to fulfil the gaps in the product and ensure that the requirement developed meets the client requirement.
* Identifying possible scenarios for the Functional requirement document and build various test scenarios and test cases for the Functional requirement document.
* Explaining and providing the possible scenarios for the Functional requirement document to the development team and the testing team.
* Preparing and reviewing user guides/manuals for the new requirement developed in the product Involved in the sprint activities, prepared test scenarios, test strategies, test cases, and verifications.
* Responsible for bug reporting and defect management in QC while working functionality with the requirement.
* Interacting with the third party teams of the project teams for support and issue resolution.
* Performed the Functional and Regression testing on each build.
* Active team player during Production Release and Rollback build verifications.
* Performed knowledge transfer on different Application Functionality.

***Projects Handled in BNY Mellon:-***

* ***Worked for “Barclays Bank” – Project Opal in Transfer agency profile wherein Offloading client accounts & Advisors information into RDR System to different management companies***.
* ***Worked for “Waterhoue Nominees Limited – Project California” in Dealing profile wherein Switching clients holding held with Waterhouse limited to BNY Mellon Fund Managers Ltd.***

**BNY MELLON INDIA (from August 3rd 2009 to May 2015) As senior operations executive**

**PROCESS OF UK DEALING UNDER TRANSFER AGENCY:-**

Worked into UK dealing process which was a part of Transfer Agency. In this process on a daily basis we used to input the request (Trades) for different Management companies of UK Dealing. Trades such as:-

* Buy (Purchase)
* Sell (Re-purchase)
* Switch
* Transfer In/Out
* NAV Calculation
* Settlements
* Wire Transfers
* Initial Subscriptions

**KEY RESPOSIBILITIES:-**

* Worked as a Senior Operations Executive in the UK-Transfer Agency where I was completely responsible to ensure the team must meet the Service Level Agreement based on the Key Performance Indicators.
* I have to Monitor & Implement necessary steps towards the performance of Operations Executive who deals with all the trade booking into different Management Companies for their client’s request within the specified time frame.
* Working in different type of queues like Dealing (New Business, Repurchase, Transfer-In, Transfer-Out, and Switches), Investor Servicing (Legal, Broker Administration, Change of Register) & Treasury (Settlement).
* Handling different functions including Queue Management, Client Queries, Handling Escalations, and Handling Exceptions, Background checks of the clients for third party payments.
* On a daily basis sending Management **I**nformation reports to our onshore and offshore management.
* Conducting team huddles where I discuss all the internal & external errors, breaches and updates with the team and emphasizing on the quality.
* Preparing MI Pack and presenting to all the managers, team leaders on monthly basis, which consist the details like number of errors Financial/Non-Financial, Volume comparison, Team Quality against Target, Area of Concern, Root Cause Analysis & Action Plan.
* Conducting regular training for the team members with their doubts & queries regarding procedures and helping them to gain fair understanding of Transfer Agency as a business and its impact.
* Cross trained the staff to minimize the timely execution risk which can impact on the team Scorecard.
* Solving queries and helping the team to understand the procedures thoroughly.
* To identify the training requirement for individuals in the team to fulfill the knowledge gap.
* Delivers Service to different Asset Management Companies as per the Service Level Agreement for the Operations unit & KYC Checks/AML Checks.
* Analyze complex problems and develops alternative solutions in audit trail for Tax Year.
* Co-ordinate with legal and compliance to ensure transactions are within the prescribed regulator regulations and guidelines. Provide reports as required by the compliance department.
* Raise Amendments, SAR, Conduct Reviews of existing clients for status legitimacy, raise Profit and Loss statements whenever required. Responsible for identifying and reporting breaches, complaints and ensuring the adherence to the Turn Around Time as per Box Management
* Keep auditing the knowledge source regularly to ensure all the process related procedures & updates are uploaded in the correct path/location.
* Always keeping an eye on the work queue and allocating the work among team members based on the valuation point.
* To identify the procedural gaps and to find out the areas which can help to reduce the average handling time (AHT) along with the improvement of quality and efficiency.
* Always need to ensure that each and every Valuation Point/Cut-Off is being met without fail in stringent deadlines.
* Analyzing the priority, based on an impact and urgency assessment, where required.
* Maintaining internal control systems
* Sending various types of reports to Managers/Onshore Like - Uncheck deals, Duplicate Deals, Valuation Point Status, Deal Deletion, Deal Confirmation, DMC Cheque Log etc.
* Ensuring that proper steps needs to be follow while processing Wire’s, Audit’s and many different products for mutual fund & HNI clients and routing properly to different team.
* Managing Productivity and Quality tracking excels and report.

**WNS Global Services (from oct 23rd 2007 to jan 1st 2009) As customer serv ice associate**

**PROCESS OF Canadian General Insurance**

**KEY RESPOSIBILITIES:-**

* Working for Canadian Insurance Transcription Process
* Support the team of 17 executives
* Act as a secretary to support Onshore Insurance Adjusters
* Transcribing and copy typing for Adjusters in respect of letters, faxes & reports
* Responsible for interviewing the Insured/Witnessed via calls.
* Evaluate the Damage/claim & recommend settlement & negotiate the level of settlement
* Responsible for handling calls & making calls in respect of claims with onshore adjusters
* Responsible for Quality Checking in respect of reports, letters, faxes & Timecards for different types of claims.

**Academic Profile:**

* Passed B.com (2007-08) with First Class (73%) from University of Pune.
* Passed HSC. (2003-04) with First Class (65.62%) from Ness Wadia College of Commerce Pune.
* Passed SSC (2001) with First Class (60.13%) from Maharashtra State Board.

**Soft Skills:**

* Diploma in Computer Basics from Infocenter (access, excel , power point, word) , Internet
* Typing speed 60wpm etc.
* Lean Awareness Certification from BNY Mellon

**Extra curricular Accolades:-**

* Received an appreciation mail from Onshore Team in KPMG India 2016.
* CEO Thank You Award – Achieved for overall outstanding performance in 2011. (Bank of New York Mellon)
* Employee of the Quarter award achieved in 2012.(Third Quarter) (Bank of New York Mellon)
* Star of the Month award achieved in 2008 for 100% quality met. (WNS Global Services)
* Employee of the Quarter award achieved in 2008. (WNS Global Services)

**Personal Details:**

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| Full Name | Miss. Ashwini |
| Birth Date | 08th August 1987 |
| Marital Status | Single |
| Languages known | English, Hindi, Marathi |
| Areas of Interest | Dancing, Singing, Listing Music, Swimming, Trekking, Travelling |

I do hereby declare that the information given here is correct and true to the best of my knowledge.

Date: -

Place: - Ashwini