Mayur



Risk and Compliance Professional

A management graduate with 7 years of experience in Banking, IT Security and Operational Risk & Governance; excelled in Identity and Access Management Services, Project and Service Management, Customer handling, Coaching, Training, Escalation process management and Team Handling.

[Mayur-394675@2freemail.com](mailto:Mayur-394675@2freemail.com) 

# **WORK EXPERIENCE**

## *(Oct 2014 – Present)*

Operations Risk & Compliance, Team Leader

**SKILLS**

Business Analysis

People Management

Risk, Compliance & Governance

*Mumbai, India Achievements/Tasks*

Microsoft Oﬃce

Project Management

Identify, analyze and assess possible risks associated in Global Transaction,

Custody and Banking (GTCB) teams under Global Process Delivery department.

Design speciﬁc processes and implement solutions to eliminate or mitigate potential risks (business, operational, ﬁnancial, etc.)

Participate and conduct internal audit and self-testing as First Line of Defense for GTCB teams.

Evaluate Errors, Losses and Complaints (ELC) and Inadvertent Data Disclosure (IDD) recorded by the GTCB teams and report to the senior management to devise remedial measures.

Perform regular reviews to ensure SOPs are updated and approved by the business leads as per the yearly review cycle.

Evaluate employees’ risk awareness and conduct appropriate trainings as per the departmental parameters.

Present tailored reports to educate the Board of Directors about the most signiﬁcant risks to the business; ensuring Business Heads understand the risks that might aﬀect their departments; ensuring individuals understand their own accountability for individual risks.

## Risk & Compliance, Emerging Leader

Verbal & Written Communication

Positive Attitude

Work Ethics

**VOLUNTEER EXPERIENCE**

**Teach India Volunteer**

*05/2015 – 10/2015*

*Tasks/Achievements*

Train and impart Spoken English skills to the underprivileged youth across Mumbai with an objective to enhance their employability.

# **ACHIEVEMENTS**

### Team Award - State Street (04/2019)

*Mumbai, India*

*Achievements/Tasks*

*Presented with Team Award for contributing towards successful IAM Deliveries in Q2 2019*

Govern the Payment Policy and CIS Policy is being followed across the business units and departments involved.

Perform extensive research on Native Changes detected and report the Risks associated to the business in order to take corrective measures thereby adhering to department’s compliance and regulatory policy.

Perform Self-testing and Internal Audits to ensure that necessary controls are performed in accordance with IAM and CIS policies.

Perform Daily activities like adopting, implementing and monitoring day to day controls on IAM tool (SailPoint) maintenance, creation of Business & Application roles/entitlements.

Deliver valuable reporting through data extraction and analysis for our external and internal users. Leverage trends and patterns within the data to create eﬃciencies in data management.

*(Nov 2012 – Oct 2014)*

WFM-MIS Executive, Risk & Reporting SpecialistIdea of the Quarter Award - State Street (06/2016)

*Awarded with "Idea of the Quarter" Award for idea contribution in State Street Idea campaign in Q3 2016*

# **EDUCATION**

### Usha Pravin Gandhi College of Management (2009 – 2012)

### *Bachelors of Management Studies*

# **LANGUAGES**

English

*Native or Bilingual Proﬁciency*

Hindi

*Mumbai, India*

*Achievements/Tasks*

*Full Professional Proﬁciency*

Joined Serco Global Services and sailed through 3 promotions in 2 years as Senior Fraud Analyst in November 2012, Escalation Desk Supervisor in December 2013 and WFM Executive in May 2014.

Across three levels, I managed and achieved overall departmental eﬃciency by managing process execution, handled around 80 fraud analysts servicing live calls to Barclays Debit card holders and maintained Service Level Agreement (SLA) to 70% at the close of business day as agreed with the clients.

Gujarati

*Full Professional Proﬁciency*

Marathi

*Full Professional Proﬁciency*

# **INTERESTS**

Social Networking

Movies & Sitcoms

Reading

Sketching

Linguistics