OLVY

**Corporate Banking |Trade Finance| Payments |Change Management**

Enterprising leader & planner with a strong record of contributions in streamlining operations, invigorating businesses, heightening productivity, systems & procedures

**Industry Preference:** Banking & Finance **Location Preference:** Open

# Profile Summary

* Seasoned C**orporate Banking** Professional **with over 24 years** of rich experience in leading global operations for **Corporate Assets, Trade Finance, Treasury, Cash Management, Payments, Customer Relationship Management, Process Excellence, Factoring, Escrow, Regulatory & Compliance** with focus on top-line profitability while ensuring optimal utilization of resources
* **Professional Scrum Master**; facilitated **new products and process** implementations; spearheaded process re-engineering, diagnostics, roll-out, implementation and constant monitoring of the bank’s performance
	+ Headed **transition** of Corporate & Payments Operations with 300+ FTEs from Mashreq Bank, Dubai to TCS, Chennai
	+ Spearheaded **migration** of FX, MM and Options processes of JP Morgan from Bournemouth, UK to Mumbai, India
* Exceeded the financial objectives of represented clients; assessed **risk tolerance and investment / risk management goals** to recommend solutions optimally suited to client needs
* Expert in building strong rapport with customers through **customer centric approach**; ensuring strict adherence with service standards, complaint management guidelines and other statutory compliances.
* **Skilled People Manager**: Mentoring and coaching teams for highest efficiency and quality delivery; *strong believer that people are the most important asset for the organization and nurturing talent is very important factor as a Leader*
* Leveraged expertise in UPC 600, URC 522, URR 725, ISBP745, ISP98 & URDG 758


# Education

2020 Post Graduate Diploma in **Islamic Banking and Finance**, Institute of Islamic Banking and Finance, Hyderabad, India 2002 Master’s Degree in **Financial Management (MFM),** Narsee Monjee Institute of Management Studies, Mumbai, India 2002 **CAIIB**, Indian Institute of Bankers, Mumbai, India

1995 **Bachelor of Commerce**, University of Mumbai, Mumbai, India


# Areas of Expertise Soft Skills Achievements

**Decision Making**

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| **Strategic Planning** |
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| **Corporate and Trade Finance** |
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| **Operational & Delivery Excellence****Risk Assessment & Mitigation Statutory Compliances** |
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| **Team Building & Leadership** |
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| **Cost Optimization****People Management** |
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| **Stakeholder Management** |

**Change Agent**

**Motivational Leader**

**Strategic Thinker**

**Collaborator**

**Communicator**

**Innovator**

Successfully led the **digitization strategy** to achieve savings of 50+ FTE through transformation

Reduced the **turnaround times** and SLA for clean transactions from 1 day to 4 hour for priority customers and from 48 hours to same day for other customers

Augmented **cost saving** of ~AED 6 MM on a cost base of ~AED 50 MM through various levers like right sourcing, right shoring, delayering, process re-engineering, automation and RPA (leading to a **productivity** gain of ~12%)

Surfaced AED 5.23mn escrow fraud, conducted investigation and helped fraud team file claim and ensured bank claim was settled by insurance company

Started customer engagement forum meeting the customer at operations level to ensure direct feedback and resolution to enhance **customer experience**

Achieved the **highest Voice of Employee (VoE) score** of 8.4 across the bank

**Reduced customer complaints** by >95% (Jan 2017: 650+ / Dec 2017: 19) within 12 months of assuming responsibility



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| Career Timeline (Recent 4) |
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|  | Since Jan’18 : Bank in Dubai as Head of Corporate Operations |  |
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|  | May’14-Dec'17 : Tata Consultancy Services, Dubai as Associate General Manager |  |
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|  | Dec’05 – May’14 : J P Morgan India Services Pvt. Ltd. as AVP Treasury Operations |  |  |  |  |
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|  | Sep’05 – Nov’05 :Emirates BankInternational asManager |  |  |  |  |  |
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| Work Experience |
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| **Jan’18 – Till date Bank in Dubai as Head of Corporate Operations** |
| **Key Result Areas:*** Attracted **high quality, global talent** to build a best in class team of operation professionals across all levels including local, Emirati talent to exceed on Emiratization targets
* Lead the operations team in exceptional delivery of **Cash Management, Transaction banking, Corporate Assets, Trade** and support services
* Partnered for the bank’s **strategic vision of automation** across processes including upgrade of core banking platform, Unified Payments Platform consolidating Fund Transfer (FTS), Wage Payment (WPS), Direct Debit (DDS) and Cheque Clearing (ICCS), Swift 2020/21 changes, TI Upgrade, CRM implementation
* Lead the project for bank vide Suspense and Third Party GLs (TPGL) transition from manual to automated platform Intellimatch identifying and resolving issues leading **to AED 4.72mn positive variance to P&L.**
* Ideating business development management plans, processes and strategies in close liaison with Senior Management
* **Ensuring quality** and timely submission of presentations related to performance of the operations teams
* Seamlessly **leading the offshoring functions** by engaging in preparing Governance Model, Performance Level Agreements, Trainings, Recruitment ensuring hassle free customer experience
* Taking initiatives and activities that contributes towards **cost optimization and process improvements**
* Established **stringent controls environment** with revamped RCSA testing, re-documented ISO standard SOPs, timely reconciliation of NOSTROs & GLs resulting in zero operations losses and satisfactory audit reviews
* Supported Relationship Teams by providing **advisory services** in structuring corporate & trade transactions
* Managed contracts and relations with customers, vendors, partners and other stakeholders
* Liaised with internal and external Audit Teams and ensured that all audit issues were recorded and closed
* Devised and tracked metrics for performance measurement & service levels; monitored key triggers for early warning signals
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| **May’14 – Dec’17 Tata Consultancy Services, Dubai as Associate General Manager-Head of Corporate Operations** |
| **Key Result Areas:*****Project - Mashreq Bank, Dubai (Aug’15 – Dec’17)**** Directed a team of 300+ Associates across 2 locations – Chennai (India) and Dubai; managed trade operations, cash management, credit administration, factoring and escrow
* Nurtured a strategic partnership with the client to develop a Managed Services Model leading to offshoring / outsourcing of

>90% of operations* Identified and implemented numerous digitization and automation initiatives using tools like Robotic Process Automation (RPA), Business Process Management (BPM), ICR/OCR, etc. to realize >15% efficiency
* Conceptualized and launched differentiated service offering for platinum clients across selected trade products delivering end- to-end TAT of 2 to 4 hours (previously 24 hours) for 100% of non-discrepant transactions
* Implemented numerous initiatives to reduce transaction referrals by over 50% to free-up front office (RM) time Corporate Customer Service
* Formed a Service Management Team to co-locate with business and assume transaction ownership leading to freeing up of front- office bandwidth by >25% leading to greater front-line effectiveness
* Implemented IVR based self-service model for simple enquiries and service requests
* Rolled-out CRM based tracking solution for all customer initiated complaints and service requests

***Project – CitiBank, India (May’14 – Jul’15)**** Led a team size of 350+ associates across three locations – Chennai, Mumbai and Kolkata for 15 EMEA countries
* Managed Gross Margin for the account and ensure year on year growth of 12% in existing and new business / processes
* Administered risk and assess opportunities for continuous improvement; planned and drove changes to better the performance of operations; attained year-on-year productivity of 8%.
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**Dec’05 – May’14 J P Morgan India Services Pvt. Ltd. as AVP- Treasury Operations**

**Key Result Areas:**

* Spearheaded the FX, Money Market and FX Options operations
* Led the migration of FX, MM and FX Options Processes from Bournemouth to Mumbai
* Project Managed the two way reconciliation of trades and attributes from front end risk management systems to the data warehouse for T+1 consumption in various MIS and regulatory reports
* Steered automation of Confirmation, Settlements and MT103 processes
* Investigated and responded with root cause analysis for escalated matters and management concerns as they arise
* Defined and tracked metrics for performance management and monitored service levels
* Ensured a Pristine Control Environment – all operational risks to be assessed and mitigated, and control / audit issues actively managed to resolution
* Drove process improvements across all of the various teams to deliver on efficiency metrics
* Conducted 1:1 meetings with directs and subordinates and ensured that talent is retained


# Previous Experience

**Sep’05 – Nov’05 Emirates Bank International as Manager – Trade Ops.**

**Nov’02 - Aug’05 ICICI Bank Limited - Bahrain Offshore Banking Unit, Bahrain as Manager-Trade Ops.**

**Jan’01 – Nov’02 Bank of Tokyo-Mitsubishi Limited, Mumbai, India as Account Officer Remittances**

**Oman International Bank S.A.O.G., Mumbai, India as Banking Assistant**

**General Banking**

**Jan’96 – Sep’97**

# Professional Trainings & Certifications

* Professional SCRUM Master (SAFE4)
* Certified Quality Improvement Associate from ASQ
* 1 year Leadership Certification from I-Discover
* Analysing data with Power BI, Vinsys
* 2 year Diploma in Computers from Aptech computer education
* Training on Banks Electronic Support System relating to SWIFT - Japan 10 days
* Training on Foreign Exchange and related areas – FEDAI – 1 week
* Training on Compilation of R-Returns – RBI – 2 days
* Training on General Banking – St. Xavier’s College, Mumbai – 1 week


# Personal Details

**Date of Birth**: 10th June 1975

**Languages Known**: English, Hindi and Marathi

**Visa Status**: UAE Work Permit & US B1/B2 valid till Oct 2026

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