

TRAFIRO CORERA

A multi-faceted professional accustomed with proven skills, targeting challenging and rewarding opportunities in **Operations / Business Analysis** with an organization of high repute

Location Preference: **Chennai**

✉ trafirocorera@gmail.com

☎ +91 9884616888



Profile Summary

- ❖ Vision-oriented business leader with **nearly 15 years** of rich & extensive experience with key focus on **Reporting, Process Management, Client Management, Process Migration, Process Excellence, Audit Controls and Business Continuity**
- ❖ Managed business operations and customer services to accomplish corporate plans & goals; enhanced organizational reach and market share
- ❖ Implemented **Robotic Process Automation** using Blue Prism for 5 processes to eliminate the manual effort, increased process efficiency and potential save of 3.5 FTE
- ❖ Worked as part of process excellence and successfully implemented **16 ideas** which led to quick TAT and potential save of 3.05 FTE
- ❖ Keen customer centric approach with skills in addressing client priorities and resolving escalations within prescribed TAT, thereby attaining client delight and high compliance scores
- ❖ Expertise in managing operations covering KPIs, SLA (Service Level Agreement), Volumes Management, Team Utilization, Quality & Training, CSAT (Customer Satisfaction), RCAs (Root Cause Analysis) & Forecasting
- ❖ Business Analysis:
 - Analyzing Business processes, and workflow to design solutions (As-Is, To-Be, and Solutioning/Freezing)
 - Preparing requirement & solution documents (BRDs, PRDs & FSDs)
 - Conducting Gap Analysis, User Acceptance Testing (UAT), & Cost Benefit Analysis
- ❖ Hands-on various Project management, Requirement management, Defect management and BPM tools
- ❖ Capability to quickly understand business/functional requirements and apply system business logic to solve complex problems



Core Competencies

Client Relationship Management

Operations Management

SLA, TAT & SOP Management

Business Analysis

Requirement Gathering

Functional Consulting

Project Management

Business Enhancement

Team Management



Soft Skills



Education

2005: Bachelor of Commerce from Loyola College, Chennai



Technical Skills

Lean Six Sigma
Robotic Process Automation



Career Timeline



Work Experience

May'15 – Dec'19 with Pershing India Pvt. Ltd., Chennai as Assistant Manager

Role:

- ❖ Managed several operations including KPIs, SLA management (Service Level Agreement), volumes management, team utilization, c-sat (Customer Satisfaction), capacity planning, attrition rate, RCAs (Root Cause Analysis), headcount & forecasting, customer retention, and training needs
- ❖ Spearheaded the incidents & complaints management process and ensuring that a root cause analysis is completed on all incidents, complaints and corrective/preventive actions completed timely and accurately
- ❖ Rendered services as a Learning Coach; developed, implemented, & executed performance improvement plans for all individuals to drive continuous improvement and employee retention
- ❖ Analyzed business process to identify process improvements for increasing business efficiency and effectiveness through process study, VoC, Brainstorming, existing documentation materials and existing metrics
- ❖ Planned & executed customer life cycle management therapies, to arrest churn levels of customers; designed customer segmentation approach, and effectuated different strategies for different segments of the customers
- ❖ Ensured compliance to the verification & documentation processes/policies and error-free service provisioning & activations
- ❖ Developed SOPs and KPIs/KPAs for smooth business operations; determined areas of improvement in customer service by maintaining regular contact with customers, monitored customer satisfaction reports & trends and through analysis of KPIs and planning for the continuous process improvement
- ❖ Conceptualized customer services strategies based on extensive analysis of service operation and market dynamics
- ❖ Monitored the progress of the committed plan, captured risks/issues, mitigation and contingency plans, report outs for management cascades
- ❖ Conducted Root Cause Analysis and Process Improvements to continuously improve the product
- ❖ Interacted with the client's, vendors and other teams to gather, define, clarify and refine requirements
- ❖ Understood business processes, studied and analyzed workflow to design solutions (As-Is, To-Be and Solutioning / Freezing); prepared requirement & testing documents and conducting GAP analysis
- ❖ Contributed in delivery functions to ensure end-to-end ownership of incidents & service requests and meeting deadlines & Turn-Around-Time without compromising quality norms and adhering to SLA
- ❖ Collaborated with selected partners in design, development, testing and acceptance of the solution
- ❖ Performed several roles like finding new process, determined gaps in existing process and implemented new processes; participated in reviews & assisted with allocation of functionality to specific system components
- ❖ Met requirements which include business rules, user interfaces, system interfaces, core & custom system functionality, current and future state, requirement gathering & documentation
- ❖ Participated in the development, implementation, evaluation and modification of administrative policies & procedures to optimize resource & capacity utilization across various functions

Highlights:

- ❖ Successfully developed a team of **24 members** in Client Service Delivery unit which handles Client On boarding, Account Opening and Maintenance and Performance Reporting for Pershing's major customers like **CITI, Key Investments, Santander and Waddell & Reed**
- ❖ Analyzed the errors and escalations in the process and ensured timely implementation of CAPA
- ❖ Encouraged employee development through formal reviews and feedback sessions

May'10 – May'15 with TATA Consultancy Services, Chennai as Assistant Manager

Highlights:

- ❖ Successfully managed a team of 14 members in Account Services documentation unit which handles Account opening and Maintenance for Corporate Clients, Financial Institution and Banks
- ❖ Implemented:
 - Process Re-engineering for Corporate Banking using LEAN Methodology
 - eFLOW application & Qlikview Reporting Tool for Corporate Banking
- ❖ Standardized AML/KYC documentation requirement across the globe and deployed centralized repository system
- ❖ Completed **Green Belt Lean Six Sigma Project** for variation reduction and enhance CSAT
- ❖ Analyzed business process to identify process improvements for increasing business efficiency and effectiveness through process study, VoC, Brainstorming, existing documentation materials and existing metrics

Feb'07 – Apr'10 with Accenture Services Pvt. Ltd., Chennai as Senior Process Analyst

Highlights:

- ❖ Successfully transitioned Reporting, Planning and Analysis process from **UK to India**
- ❖ Coordinated MIS reporting with on-shore contacts (including Finance Manager)
- ❖ Managed the knowledge transfer for 8 FTE and steered escalation for the mentioned team
- ❖ Prepared detailed Process documentation and stabilized the transitioned process in less than a year

May'05 — Jan'07 with Hewlett Packard - Global e:Business Operations, Chennai as Process Associate

Highlights:

- ❖ Ensured timely processing of given contracts /Work Orders within the Turnaround Time and with 100% of Accuracy (using SAP as the back end tool to amend quotations as required)
- ❖ Analyzed Financial Transactions
- ❖ Successfully completed projects for the HP's major customers like **JP Morgan, ASA, Wal-Mart, and Agilent, AT&T;** within short TAT
- ❖ Adhered to the quality standards of the organization and achieved and maintained the sigma score of 4.5
- ❖ Contributed to process improvements/adding value and maintain the right entity of operational excellence

Personal Details

Date of Birth: 18thDec 1984

Language Known:English and Tamil