

PRABHAKAR PATHURI

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Risk Governance/Business Analysis

Product/Project Management

Process Management

With over 14 years experience in:

Process Management

Business Analysis

Client Servicing

Project Management

Quality Assurance

Risk Mitigation

- ⇒ Adroit at executing various business quality assurance activities for enhancing the effectiveness of the process.
- ⇒ Adroit at analysing performance management, evaluating line of business requirements, and working towards business improvement.
- ⇒ Deft in designing/implementing new process procedures with proven ability to maximise efficiency in operations.
- ⇒ Possess expertise in working on multicultural environments with the distinction of exploring new business scope for expanding businesses from scratch and streamlining operations.
- ⇒ A strategic planner with proficiency in designing internal control and improvement systems towards accomplishment of corporate business goals.

CORE COMPETENCIES

Managerial

Process / Project Management: Managing processes from product conceptualisation and visualisation to business transition and final execution of projects. Setting up business and teams for processes, conducting system study and coordinating with team members for Process Management, Change Management & Integration. Handling various technical and business aspects like requirement gathering, preparing specifications, product documentation, monitoring critical paths & taking appropriate actions. Executing project plans, BAU activity and gap analysis with LSS- Lean Six Sigma experience to ensure that business requirements and functional specifications are fulfilled and successfully met. Verifying and proposing change requests and tracking/reviewing improvement methods taking corrective actions.

Functional

Risk Mitigation: Interacting with clients for project study, requirements gathering and analysis. Analyzing risk parameters and creating control measures to mitigate the same through appropriate documentation. Familiar with all required process documentation to work towards risk free environment. Managing the smooth implementation of audit required specifications at offshore location. Providing QA status and progress reports as appropriate to top management. Manage small/business as usual projects (with risk/compliance/stability focus) within the department. Identifying gaps by reviewing resource access reviews and internal risk reviews for the projects within BACI. Working on gaps to initiate Change Request for SLIA/SM updation with required application or software by raising EARC/FOSS for required instances to mitigate risk and accomplish closure of open items. Deliver high quality management reporting on weekly, monthly and ad-hoc basis.

Strategic Planning: Establishing corporate goals, short term & long term strategies & developing business plans for the achievement of these goals. Planning for improved customer satisfaction and revenue generation in business opportunities. Implementing management systems in the organization & ensuring compliance with the process requirements. Conducting internal Risk reviews to identify gaps in process procedures and risk governance to mitigate any potential Risk or Information security related issues to take them to closure. Raising STORM and related issues/requests to flag them up for secured governance.

Business Analysis: Adapting, implementing and ensuring smooth functioning of process with a view to ensure maximum efficiency. Mapping business requirements and translating these requirements into functional specifications. Analyzing and identifying gaps and improvement opportunities in the process and working towards closure of identified opportunities for improved business prospects. Making business plans for the expansion of business opportunities in strategic target areas.

Client Servicing: Managing customer centric operations & ensuring customer satisfaction by achieving delivery & service quality norms. Maintaining cordial relations with line of business to sustain of the profitability the business. Building & maintaining healthy business relations with business partners, ensuring maximum customer satisfaction by achieving delivery & quality norm.

CAREER HIGHLIGHTS

BA Continuum Solutions Pvt. Ltd.

Lead Analyst

Oct2004-Aug2019

- Started as team member with lock box process with pilot batch and consistently performed for more than a year.
- Associated with return mail process related to customer address maintenance as a supervisor for two years.
- Worked as an assistant manager with returns and exceptions process related to check processing for over a year.

KEY PROCESSES ASSOCIATED

- Process : Risk Governance Officer
Role : Lead Analyst – Senior Manager ITS
Period : Jan'19 – Aug'19
Scope : Associated with GBAMT function at Senior Manager level with approx... 800 apps aligned to it. Maintaining Application hygiene and periodical reviews along with compliance, weekly and monthly Reporting and point of contact for related activities and delivery updates. Coordinating with global teams for timely patching and enhancement of Payment, Treasury and Markets related applications for required patching and compliance requirements as per Global Risk Guidelines. Have been instrumental in streamlining and achieving metrics at global level while leading APAC regional applications maintenance and Risk governance. Worked on Various risk/audit/Business Continuity/Compliance tasks management activities on a day to day basis. Worked with teams related to automation and Opex to bring in new initiatives in time saving and cost cutting methods in the space. Identify and ensure Prioritizing and Optimizing project portfolio.
- Process : ITS Project Management Office
Role : Analyst/Sr. Analyst - ITS Manager
Period : Feb'10 – Dec'18
Scope : Associated with the GWBT function with 30 projects aligned to it. Maintaining database, monthly Reporting and point of contact for any project related activities and delivery updates. Have been Instrumental to centralizing and maintenance of end to end information of the function. Worked on Various risk/audit/compliance task management activities on a day to day basis. Worked with teams related to hiring, capacity planning, resource allocation, financial planning, budget allocations and other key areas related to business management for all related projects. Implementing innovative solutions with emerging improvement trends while tempered with common sense.
- Process : Returns and Exceptions
Role : Assistant Manager
Period : Jan'08 – Jan'10
Scope : Associated with the process since initial transition, travelled onshore for process migration and knowledge transfer. Trained offshore teams and initiated business processing, Workflow for transaction Processing, Exception Management, etc. Improve efficiency and effectiveness to minimize operational risk with effective problem solving skills and data driven analysis.
- Process : Return Mail process
Role : Team Developer/Team Leader
Period : Jan'06 – Jan'08
Scope : Started with Return Mail as a team developer (supervisor) managing a team of 10 and promoted as team leader with an increased team size of 15. Successfully managed to meet all required process goals with high level accuracy and with improved associate satisfaction.
- Process : Lock box
Role : Team member
Period : Oct'04 – Jan'06
Scope : Processing customer data and maintaining high level productivity consistently while managing high level accuracy based on DPMO methodology.

Other Projects Handled

- Product: Internal Quality Assurance Team
Role: Risk and Quality SPOC
Period : Jan'06 – Jan'10
Scope: Associated with IQAT and worked towards creating process hygienic environment while mitigating risk and applying control measures. Worked for documentation and audit related preparations and managing internal quality of various processes. Facilitate different teams or processes to identify, prioritize, remediate and monitor the potential risk issues to perform control gap assessment, documentation and MIS reporting for these processes.

Before Joining BOA**DAV Public School****Hindi Pundit****June 2000-Oct'04**

- ✚ Worked as a teacher for higher classes for more than five years teaching Hindi literature.
- ✚ Went on to teach computer sciences as a parallel subject for various classes.

ACADEMIA

M A (Hindi)	Osmania University	2000
P.G. Diploma in Translation	DBHPS	1999
B.Com. (Accounts, Statistics, Economics)	Dr. Ambedkar College, Hyd	1998

OTHER

ITIL Foundation in IT Service Management Certification	AXELOS in Dec'18
Languages Known	English, Hindi, Telugu