



Sreedharan Jayashanker

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PROFESSIONAL SYNOPSIS

Senior Management Professional with more than **21 years** of strong experience in **Registrar & Transfer Agency services** industry. Extensive background in New Fund Offers of Mutual Funds / Initial Public Offers of Corporate Entities; Reconciliation of Unit Corpus / Unit Capital /Repurchase / Redemption /Dividend. Operations Accounting and Marketing Activities

PROFICIENCY FORTE'

Business Skills:

Strategic Planning
Portfolio Management

Customer Support Operations
Process Management

Operations Management
People Management

Functional Skills:

- ✓ Conducting business strategy planning & analysis for assessment of revenue potential & opportunities so as to tap new business sources to achieve planned targets.
- ✓ Heading business operations with a view to achieve organizational objectives and ensure top line and bottom line profitability.
- ✓ Looking after the processing of **Purchase / Sales /Redemptions, Liquid and Non Liquid schemes;** transfer and Transmission of shares /units.
- ✓ Managing calculations of Dividend Distribution / Brokerage / Trial Fee.
- ✓ Ensuring fast resolution of complaints and grievances from Investors, SEBI and Stock Exchanges.
- ✓ Handling of Secretarial Audits and Compliance Reports.
- ✓ Managing **Depository Operations**, execution of corporate actions, downloading, merger and generation of reports on merged data, etc.,
- ✓ Billing and Maintenance of Company Accounts including Administration, General and Investor Correspondences.
- ✓ Reviewing the financial capabilities of clients for providing them apt investment solutions, ensuring that the solutions provided carry the minimum investment risk.
- ✓ Supervising the team for managing high value fraud cases / defaulters / insolvent clients and initiating appropriate legal actions against them.
- ✓ Maintaining excellent relations with key clients / business groups to generate referrals as well as build avenues for additional business.
- ✓ Developing, motivating and guiding the team toward successful outcomes and attainment of business objectives.

EMPLOYMENT DETAILS

Mynad Automotives

since Aug'17

Proprietor

Highlights

- ✓ Was operating as a BOSCH Ltd authorised Battery Distributor for Karnataka State handling both Wholesale and Retail Markets
- ✓ Work involved setting up the sales and distribution office for supply of Bosch related battery products
- ✓ Appointing Retail Agents and Marketing Teams

- ✓ Establishing service centre and Training courses for personnel
- ✓ Setting up Inventory Management solutions and Stock Tracking Mechanism
- ✓ Preparing for GST registration, Billing and Invoicing procedures and systems
- ✓ Co ordination with Aftermarket teams of the Company
- ✓ Planning Marketing Strategies to achieve business targets
- ✓ Attending to customer grievances and warranty claims made by customers
- ✓ General Administration and upkeep of office and warehouse space as per Company requirements

Northern Operating Services Ltd (Northern Trust) Bangalore

Mar'11-Aug'17

2nd Vice President (Section Manager)

Highlights

- ✓ Working as Manager in the Transfer Agency Department within the Corporate and Institutional Services Business unit
- ✓ Managing direct reports through the employee journey
- ✓ Setting clear goals and expectations and holds self and employees accountable for achieving them
- ✓ Building a diverse team through recruiting, hiring and succession planning
- ✓ Implementing business unit strategy in accordance with Company's policies and approve risk appetite
- ✓ Define and implement key initiatives that impact productivity, automation of manual processes, retention, functional training, process improvements and latency
- ✓ Meet or exceed the quality and timeliness threshold established in the SLA's and migrations
- ✓ Ensure travel and other expenses are controlled within budgeted limits
- ✓ Ensure diversity at the management levels are achieved
- ✓ Identify and develop staff through regular meetings and engagements

Karvy Computershare Private Ltd., Hyderabad

Jul'08-Mar'11

Assistant General Manager

Highlights

- ✓ Functioning as **Group Relationship Manager in the Mutual Fund Services division** and managing group of funds.
- ✓ Liaising with prospective clientele; drafting of MOU & Service Level Agreements.
- ✓ Looking after the activities pertaining to
 - Running of UAT with new client
 - Setting up of unit and team building
 - Process initiation with Service Providers
 - Online testing and implementation of service to clients
 - Follow up and client meetings, relationship building
- ✓ Supervising and leading a team of over 40 members including Managers, Officers and Staff; overseeing operations of multiple Funds as Group Manager.
- ✓ Currently **heading the departments of commission processing, customer care and regional co coordinators** for UTI Mutual Fund – country's premier mutual fund

Canbank Computer Services Ltd., Bangalore

Apr'00-Jun'08

Subsidiary of Canara Bank

Assistant Vice President

Highlights

- ✓ Supervised the complete operations of Registrar & Transfer Agency Services Division as Head of the Department.
- ✓ **In-charge of the department**, responsible for the entire gamut of services rendered as an RTA to Asset Management Company's and Corporate entities.
- ✓ Responsible for allocation of work and assignments, implementation of new procedures and controls.
- ✓ Managing marketing, new assignments and projects; reporting to clients.
- ✓ Headed a team of 25 members.
- ✓ **Distinction of implementing ISO standards.**

Assistant Manager**Highlights**

- ✓ Involved in a wide gamut of activities; handling the responsibilities pertaining to
 - Open-ended and close-ended schemes of Unit Trust of India including US 64 scheme.
- ✓ Functioned as a **Process Officer**, single handedly managed following processes:
 - Transfer and transmission of units
 - Updating of investor service requests
 - Repurchase and redemption of units
 - Death Claims settlement
 - Nomination of units
 - Investor Correspondences
 - Client reporting
 - Reconciliation of unit corpus and dividend accounts
 - Follow up of legal cases
 - Branch interactions
 - Coordinating with systems group for initiation of new processes

PREVIOUS ASSIGNMENTS

Canbank Financial Services Ltd., Bangalore <i>Wholly owned subsidiary of Canara Bank</i>	<u>Secretary</u>	Feb'92-May'96
Mac Charles (I) Ltd., Bangalore <i>Owners of Hotel Holiday Inn</i>	<u>Secretarial Assistant</u>	Apr'91-Jan'92
Gemini Consultancy Services, Bangalore		Jan'90-Mar'91
Alpha Systems (P) Ltd., Bangalore	<u>Junior Executive</u>	May'89-Dec'89

IT SKILL SET: MS Office and Excel**EDUCATION:** B.Com. From Bangalore University in April 1989.**OTHER DETAILS**

- ✓ Passed All India Marketing Aptitude Test (AIMAT) conducted by Indian Marketing Academy.
- ✓ Passed Grade I English Typewriting.
- ✓ Short Course in SAP Module FICO.

PERSONAL DETAILS

Date of Birth	:	17 th December 1967
Residential Address	:	No. 36 Lakshmi Shailam, III Cross Marappa Gardens, Benson Town, Bangalore 560 046.
Marital Status	:	Married
Past times	:	Reading News papers and Magazines