

INDUSTRY EXPERIENCE

Writer Information Management & Services **Senior Executive Manager - Operations** **Mar 2017 – Present**

Description	The service stream of Business Process Services (BPS) at Writer Information Management & Services (WIMS) is responsible for providing end-to-end digitization and data processing services for corporate clients in BFSI and Healthcare sectors.
Key Relationship	WIMS provides customer on boarding, mailroom, KYC, content management and liability processing services to ICICI Bank's Rural & Inclusive Banking Group (RIBG) , one of the key clients of WIMS in BFSI sector for digitizing their operations in Mumbai, Delhi and Hyderabad.
Responsibilities	<ul style="list-style-type: none"> ▪ Team Management & Task Allocation: Drive and lead a project team of 5 for timely delivery of services and continual support to the client involving the below mentioned processes: <ul style="list-style-type: none"> - Inward Management: File inwards in the software, barcoding and report generation - Mailroom Management: Data Management of Security Post Dated cheques in customer files and dispatch to client - Content Validation: Verification of collateral & non-collateral files in WIMS's software for RIBG as well as in I-Disburse (ICICI's internal software) for Quality Check; Scanning of files as per requirements - KYC Management: Coordination with vendors for scanning of ID & address proofs, photographs and signatures in customer files - Escalation Handling: Manage the involvement of relevant stakeholders and resolve escalations/complaints ▪ Work Monitoring & Control: Maintain internal MIS and Productivity Reports as monitored on daily basis: <ul style="list-style-type: none"> - Measurement of Project TATs and generation of TAT Report - Team Productivity, capacity and availability - Monitor actual activity against the planned parameters ▪ Preparation & Presentation of P&L: Analysis of Base Measure data and monthly monitoring reports to generate the revenue and cost figures to present the bottom-line to the top management: <ul style="list-style-type: none"> - Month on month comparison of Profit & Loss Statements for review and progress - Implementation of cost-effective techniques for up keeping and improving profits

Writer Information Management & Services **Management Trainee - Operations** **Mar 2016 – Feb 2017**

Responsibilities	<ul style="list-style-type: none"> ▪ Customer Support Services: <ul style="list-style-type: none"> - Handling escalations/ complaints for clients in BFSI Sector - Coordinate for File Retrieval Requests of clients with internal operations team and provide timely update to the client ▪ Foreclosure Project of India Infoline Finance Limited (IIFL): <ul style="list-style-type: none"> - Drive and lead a project team of 5 for timely delivery of services and continual support to the client - Categorization and organized storage of documents as per the value of the mortgaged property
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ACADEMIC QUALIFICATION

PGDM	2016	Balaji Institute of Management & Human Resource Development	62.26%
B.Com. (Accounting & Finance)	2014	St. Thomas College, Bhilai	52.33%
Class XII (Commerce)	2011	Vidya Jyoti School, Jagdalpur (CBSE)	72.20%
Class X	2009	Vidya Jyoti School, Jagdalpur (CBSE)	65.20%

CERTIFICATIONS & INITIATIVES

<ul style="list-style-type: none"> ▪ Certified in "CMMi Level5 Appraisal" as part of OTJ Training as Project Manager with WIMS, which further lead to implementation of CMMi Framework in ICICI RIBG Project for overall improvisation ▪ Served as a member of Creative Team for cultural events held as a part of inter-college competition "Drishti" organised by Sri Balaji Society, Pune
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ACHIEVEMENTS

Academics	▪ Ranked 1 st in National Cyber Olympiad in Class IX
Community	<ul style="list-style-type: none"> ▪ Participated in blood donation drives conducted by Sri Balaji Society, Pune in association with HDFC Bank Ltd and Sassoon Hospital ▪ Coordinated and participated in vocational trainings for tribal population in Baster, Jagdalpur
Hobbies	<ul style="list-style-type: none"> ▪ Painting and Drawing ▪ Reading books (especially mythology and non-fiction genre)