

Jyotiprakash Dey

Channel Support and Optimization Manager

Quality and Control Assurance

Personal Email – dey.jprakash@gmail.com

Official Email – Jyotiprakash.dey@barclaycard.co.uk

Mobile - +91 7838987316

Location – Delhi, India

Personal Profile Statement

Seeking challenging assignments in the domain of Account, Finance, Auditing & Taxation with growth oriented organization where I can utilize my professional knowledge by seeking opportunities for professional growth and advancement and to contribute towards organization 's goals. Working with Barclays Bank, Financial Institution for the last 7 years on supporting the physical and vitals channels on control testing, risk assessment, review of framework, audits stakeholder management across the Bank. We are diversified by business, by different types of customers and clients, and by geography. Our businesses include consumer banking and payments operations around the world, as well as a top-tier, full service, global corporate and investment bank, all of which are supported by our service company which provides technology, operations and functional services across the Group

Education

- **Masters of Commerce** - Pondicherry Central University
*Gold medalist
05/2012 – 04/2014
- **Bachelor of commerce** - Ravenshaw University
06/2009 – 06/2012
- **Senior School Certificate(Class-12th)** - Indian School Certificate
04/2008 – 03/2009
- **High School Certificate(Class-10th)** - The Indian Certificate of Secondary Education
04/2006 – 03/2007

Employment

Started my carrier with a reputed UK Banking institution Barclays and have supported client and stakeholder in various channel assurance. Completed 7 Years in Barclays in managing, leading and assisting Channel Support & Controls and building a strong relationship with stakeholders and leaders.

Ensure that all activities and duties are carried out in full compliance with regulatory requirements, Enterprise Wide Risk Management Framework and internal Barclays Policies and Policy Standards.

Channel Support, Optimization and Quality Manager Support

Barclays , New (Current Role)

- Support internal Risk and Control self-assessment review to strengthen the team
- Review framework and suggest changes to strengthen the controls
- Ensure compliance and develop controls to mitigate any possible risk to business
- Share high level insight with managing director, directors and the stakeholders on findings and review
- Reviewing any testing completed for the channels support
- Handling project with the performance onshore (UK) framework lead to raise the position of Barclays in the external market place
- Managing a team of 10 control and quality analysts, who review and audits the framework on monthly, quarterly and yearly basis producing report to the stakeholders

Quality and Control Assurance

Barclays , New (Previous Role)

- *Working with the change and governance team to streamline the framework set*
- *Completing control checks on the assessment completed by the team to ensure accuracy*
- *Action planning session with the stakeholders and respective directors to highlight any high risk area*
- *Preparation of monthly Reports as per the compliance of various Standards. Presentation in the Monthly Business review and Control sessions*

Core Skills

- **Control Assurance Lead – Managing Testing, RCSA, Framework strengthening.** Review challenges and any red flags across channels, provide appropriate support to mitigate any risk to business. Ensure good understanding and control effectiveness and provide the right level of support to the business. Understanding and implementing the Group Enterprise risk management framework
- **Leadership Style and Technique –** A management style is an overall approach to leading, motivating employees and maintaining an optimum relationship between the business and employees. A manager with a coaching style believes her primary responsibility is to train and develop workers to an optimum performance level. For the past 3 years managing a team of 10 expert assurance members who are delivering key deliverables on controls and risk mitigation checks
- **Volume and quality –** Ensuring the completion of the monthly, quarterly and yearly control and quality testing as per the productivity and business ask.
- **Stakeholder Management -** The heart of any organization to ensure great productivity through stakeholder management. As most of my stakeholder are onshore based (UK) I had to ensure key deliverables are completed accordingly. Over years of dedication I have built a great relationship with the stakeholders starting from the managing director of Barclays (Mr. Bob Cliff) to the performance framework lead. Experience in senior stakeholder management, ability to communicate internal control concepts clearly in a business context. Ability to manage reporting lines and relationships across multiple disciplines.
- **Process and Framework Improvement –** Since the beginning of the role I have been given the responsibility to ensure compliance and develop controls. This helps me in various framework

improvements and innovative value adds. Two sets of changes were implemented in the year 2020 which helped Barclays over all improve the governance and control frameworks and processes

Add On Skills

- Proficient in use of MS Office packages (Outlook, Word, Excel, PowerPoint etc.). Used Microsoft Excel to develop inventory tracking spreadsheets. Resolved product issue through consumer testing.
- Experience of designing, communicating & implementing as per Barclays Brand Standards
- Extensive experience in managing reconciliation processes by leading large teams
- Extensive experience in working with Internal & external Auditors
- Effective oral and written communication in both formal and informal settings, and at all levels of seniority
- Experience in Reconciliation and System Admin implementation where data sourcing, mining, processing, rejection management and reporting are crucial.
- Team / Operational management experience
- Concrete understanding of reconciliations (external & internal) and related support activities (e.g., integrity checks and other admin processes) where they fit in the broader trade lifecycle and the associated front-to-back control approach.

Internship

- Tea Board of India – Quality and control checks on Indian Tea Production and certified by the Central Government Of India
- Derivatives and Stock – Certification from the Indian Stock Exchange
- Audit Intern – Post completing of Post-Graduation I completed a 3-month internship with an audit firm

Languages

- English
- Hindi
- Bengali
- Odia

Resume is a justified statement affirming that everything written or mentioned in your resume is true and fully acknowledged by you

Jyotiprakash Dey