**Vinay Ramamurthy**

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**Career Objective**

To work in a growing and challenging competent environment demanding all my skills and efforts and scale onto the Higher Echelons of my career through hard work and perseverance

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| **PROFILE SUMMARY** |

* Offering 15+ years of experience in Operations management in Business process services
* Proficiency in devising strategies to streamline operations, implement Best Practices; augment processes & customer preference across the career span
* Skills in conducting various training sessions for enhancing the performance and quality of service
* Deft in customer service operations inclusive of conceptualizing & implementing short / long term plans; managing teams with focus on excelling business targets & service delivery metrics.
* Strong communication & interpersonal skills with proven abilities in Client and Team Management

**INDUSTRIES WORKED**

* Contact Centre, Finance & Accounting, Insurance, Reinsurance, Banking (Treasury) & HealthCare

**TOOLS EXPERTISE**

* Six Sigma, Kaizen, Data Analytics, UiPath Robotic Process Automation, Symposium (RTD), Avaya IP Phones, GRIDS & ATLAS. Visio,IGrafx, MS Office & VBA

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| **CORE COMPETENCIES** |

* Developing strong knowledge with respect to the Business and the Verticals
* Evaluating areas of improvements and provide critical feedback
* Monitoring the overall functioning of processes, identify improvement areas and implement adequate measures to maximize customer satisfaction levels
* Leading teams and ensuring seamless migration through proper training of resources and resolution of issues on a timely basis as well as regular post migration reviews
* Working closely with clients for the accomplishment and achieving the agreed service levels

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| **HIGHLIGHTS** |

* Successfully worked with the Insurance and Reinsurance accounting,
* Work force management (Management Information System)
* Efficiently carried out training sessions on Reinsurance & Insurance process
* Managing Reporting team from 8 years with MS Office Tools (Excel, Access and Recording macro for time saving)
* Successfully Implemented 4 Projects (RPA – Uipath) for Healthcare, Contact Centre & F&A
* Diploma in Business Analyst – Uipath Certification.

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| **ORGANISATIONAL EXPERIENCE** |

**Mar 2020 to April 2021**

**Accenture – Senior Reporting Analyst**

* Analyze client requirements on the various daily/weekly & monthly reports and help team in building the same with the help of MS Access & Excel
* Co-define, develop and co-own key business metrics and share business trends with reasoning with management teams
* Execute quantitative analysis that translates data from multiple systems into actionable insights
* Data modelling and creation of both logical and physical data models for effective and efficient reporting and TAT on frequent request
* Deep dive into data sets and build prototypes and tools in Excel VBA to support business decision making (optimization, scenario planning, reporting).
* Making mathematical models for business problems, design experiments and success metrics to test out new product ideas
* Preparing Weekly Business Review presentations to understand the performance of the whole project and Initiate new internal SLA’s
* Building New Database for user Defined report through VBA and Access Multiple Databases
* Preparing Analytic Dashboard for Different teams to review the Performance of the team & individuals
* Preparing Score card for Client to analyze the challenges and Issues within the Queues worked by Teams
* Identifying System glitch in the productivity tool and improvising to help the team in capturing the data daily
* Preparing End to End process flows to understand the changes/challenges involved in the new set of publishing reports
* Develop and implement data collection systems and other strategies that optimize statistical efficiency and data quality

**Nov 2018 to Sep 2019**

**Alorica India Pvt Limited – Manager – Business Analysis**

* Analyze project proposals to determine timeframe, funding limitations and appropriate process for accomplishing projects
* Identify and schedule project deliverables, milestones and required activities and tasks; direct and coordinate activities of project personnel to ensure project progresses on schedule and within budget
* Establish work plan and staffing for project activities, iterations or phases, and arrange for recruitment or assignment of project personnel
* Implementation of Project Communication Plan for Stakeholders and Internal Auditing
* Identifying Business Process and Operational risk and Initiate controls to mitigation plan
* Perform risk assessment and implement mitigation plans
* Monitor project activities, escalating issues to obtain support from leadership when needed to keep project on track
* Producing necessary documentation for different Teams (IT, Compliance, Infosec and RPA) Prior to Initiation of the project
* Interface with clients and gain understanding of requirements/ processes through meetings and discussions; create the Requirement Document using UML (unified Modeling Language/other modeling techniques; obtain customer sign off on requirements.
* Coordinate with stakeholders for checking of results and outputs, managing issues and risks attesting stage
* Provide systems analysis and design support for new developments and enhancements. Plan for end-to-end testing and evaluate results to ensure accuracy and quality of system changes/developments.
* Study the systems and operations and identify the scope of the problem
* Document exact business needs along with both functional and non- functional requirements
* Interact with the technology team and help them understand the technical aspects of the solution
* Process change requests in a structured manner and communicate scope creep to the project manager proactively.
* Communicate and collaborate effectively with many different team members across the business and technology areas.
* Manage a project’s scope, acceptance, installation and deployment.
* Preparing Final signoff Documentation within, Visio, MS Word and PPT for internal & External stakeholders.
* Eliciting, analyzing and documenting business, functional, transitional and technical requirements for small to large scaled projects.
* Monitoring & Managing overall functioning of internal processes, identifying improvement areas and implementing adequate measures to facilitate smooth business with the help of Business Leads

**June 2016 to Nov 2018**

**Xchanging Technology Services – DxC Technology as Assistant Manager (Professional 2)**

* To contribute to the analysis of financial information, preparing reports and making Recommendations for corrective course of action, in liaison with line managers/Team Leaders
* Review monthly Account reconciliation statements of all Client accounts and update the line

Manager on its timely compliance

* Managing payments - Review and manage all payments, follow up with outstanding debtors and escalate overdue advances and debts
* Managing Interviews for on boarding members and completing Joining formalities
* Managing Training sessions and creating client ID’s for production
* Preparing monthly and weekly dashboards to project financial progress on client accounts (Internal & External)
* Weekly client calls to discuss about the outstanding debts and Cash flow queries
* Managing Employee dashboard on Attrition & Movement to provide an update to HR
* Uploading New joinee information on client & Internal workday system to create Id’s
* Attending QRB (Quarterly Review Board) & PRB (Performance Review Board) Meetings to discuss about the progress, Escalations and Financial Targets with Operations Head and External Client Head
* Providing Inputs on the Kaizen Projects to project improvement areas and Cost Beneficial Improvements
* Managing Daily, weekly calls with Business heads to review the progress, Issues and concerns
* Review of weekly Funding report to identify the gaps and report the same to Treasury/FCA Team based in UK
* Preparing Monthly FTE Billing report to client and uploading the same in SAP system to release the invoice
* Discussion with Compliance team on the outstanding Incidents and performing quarterly review of client approved Process Manuals
* Managing Escalations and responding back to clients with Root Cause and solutions to avoid future errors

**Feb 2016 to Jun 2016**

**Axa Business Services (Insurance Accounting - Singapore) as a Process Lead**

* Processing Refunds to clients on a daily basis
* Credit Card and Cheque Reviews through Barclays Banking system
* Settlements of Refunds & Return Premiums
* Reconciliation of client accounts against the Internal System
* Publishing Daily and weekly performance data for team and client outstanding financial figures
* Preparing KRA for team members on a monthly Basis and performing 1-1 discussions
* Weekly Client call to discuss on the progress of the work and managing outstanding escalations
* Preparing Payroll Data through SAP systems for HR team
* Preparing Process flows in MS visio & Igrafix, updating SOP’s as and when there are changes per the weekly discussions

**Jan 2009 to Jan 2016**

**Xchanging Technology Services India Private Ltd as Team Leader**

**(Insurance Technical Accounting)**

**Operations Responsibilities:**

* A comprehensive knowledge of the relevant various accounts in accounting department within Insurance and Reinsurance Process
* A high degree of independent judgment for decision making and problem solving
* Ability to listen to and resolve customer issues whilst preserving positive relationships (by being effective, efficient, tactful and courteous
* Good communication skills with the ability to relay information clearly and concisely in both written and verbal communication
* Leads by example motivating others to support change initiatives; promotes a professional image of self, the team
* Highly organized with the ability to delegate and manage workflow to ensure SLA’s is achieve
* Assigning work to the team members on a daily basis to complete the work load as per the set TAT by client
* Managing to collect premiums and claims from clients and reinsurance
* Managing weekly calls with end client to understand their issues and concerns
* Arranging Weekly meetings to manage weekly team performance
* One to one discussions with team members to identify their issues and challenge
* Providing additional responsibilities to team members to improve their performance and move on to the next level
* Daily calls with onshore account handlers/clients to understand their needs and issues
* Conducting Appraisal process with team members

**Domain responsibility:**

* Arranging Claims/Premiums to the Customers
* Managing Team more than 14 account handlers
* Providing Training to new joinees on the Application (GRIDS & ATLAS) and Process
	+ GRiDS –Global Risk Distribution System
	+ ATLAS – Aon Technical Ledger Accounting System
* Allocate received funds from client against the invoices processed
* Arrange payments to clients on a daily basis which are received from reinsurers/brokers
* Render Premium/Claims/Treaty Statements
* Render Co-Broker/Brokerage Statements to AON Offices/clients
* Updating reports on a daily basis to notify onshore handlers on the progress
* Generating funds available reports – Available to pay to client/reinsurers/brokers
* Respond to client queries within timeline as per the TAT provided
* Paying Brokerage/Taxes/Third Party Fee’s to the client Agent
* Sending client required information like Copy closings, debit note, credit note & slips
* Handling 140 Non-bureau clients on a daily basis (Reconciliation, settlements, Query resolution)
* Generating & publishing Daily Reports (Co Broker/Funds Available, Unassigned Cash) with the help of MS Access & MS Excel
* Creating New Macro’s as per the process requirement for time saving
* Arranging team meetings to discuss on the process improvements and progress of team
* Resolving team members queries on client correspondence and other process
* Performing quality checks for the new joinees on daily activities (Production).
* Preparing KRA for team members
* Publishing Team member’s targets based on client’s requirement
* Review of client financial targets on a weekly basis to identify the gaps
* Reports/SLA/Metrics & MIS

**Previous employment:**

**Since Oct 2006 to Nov 2008**

**Mphasis (An EDS Company) Bangalore & Pondicherry**

**(Senior Customer Support Officer (WFMC – Work Force Management Center)**

**Roles and Responsibility of WFMC (Sr CSO):**

* Meeting the required SLA’s
* Timely delivery of all the required reports like Process Rosters, payroll tracker preparing incentives and Ad-hoc Reports.

**Responsibility: (Work Force Management or Command Centre)**

Command center executive or WFMC – Work Force Management Centre.

* Generate reports as per formats provided by the Process/Client or as per process requirement
* Update the reports as per specifications.
* Ensuring timeliness and accuracy of all reports
* Uploading files for FTP for the external auditors
* Consolidation of multiple reports to review the team’s status/achievement
* Reporting SLA reports hourly, daily, monthly and communicating to clients and operations team.
* Creating Financial packs for client to review/identify the targets achieved
* Managing people on the floor for breaks during high volumes. (Minimum log inns 240 agents)
* Generating & publishing the rosters and creating the templates on weekly basis with the Headcount available.
* Reporting the attendance of the unit on a daily basis to HR / Pay roll tracker to the HR and PDH (Process Delivery Head).
* Publishing updates of the process to the operations and to the floor managers (Unit Managers/Operation Managers).
* Publishing attired agents, absenteeism shift wise, AWOI (Absent without out Information) list daily.
* Coaching trackers & Escalation-desk trackers to be published on a daily basis which will be updated by Floor Unit Managers.

**Roles and Responsibility as Customer support Executive (CSE):**

* Answering Customer Calls as per training imparted and Standard Call Handling Procedures available
* Answering calls using the easiest, least tedious method appropriate for the Call Type
* Updating the Account Status on Client Database.
* Creating appropriate records of calls on the in-house database management System and paper Reports submitted at the end of shift.
* Responsible for escalating calls to the Unit manager when assistance required.
* Authorized to log in to Client Database System.

Achievements: Passed & was selected in IJP for the Command center/WFMC/MIS. Moved up as a Command Center Executive (Lateral Movement)

Authority

* Authorized to access the CMS to obtain appropriate data to prepare reports
* Send out reports to the concerned people (Clients/Managers).

**Previous employment:**

**Since Oct 2004 to Nov 2006**

**CITYNET Couriers as DEO (Data Entry Operator) for 18 Months in Bangalore**

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| **SKILLS** |

* Domain expertise
* Operational Management
* Presentation skills
* People Management
* Reporting & Coordination
* Documentations (MS Visio & Igrafix)
* Consolidation of reports, preparation of dashboards, communication correspondence

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| **Awards and Achievements** |

* Onsite travel to United Kingdom (London) 3 times for migration of accounts from UK to Bangalore (Offshoring)
* Preparation of process maps and transition report, performed training for Claims processing
* 2009 Jan – April 2009 - Migrated Brokers Accounts
* 2011 Feb – May 2011 – Migrated Live Accounts
* 2015 Feb – April 2015 – Process Improvements and meeting Business heads to streamline the process
* Received good going award 4 times within the team
* Twice as a best achiever for the quarter
* Created macros within excel to simplify the process and to save the FTE’s time with 2 Lakhs savings
* Created new reports to identify the client queries, outstanding payable balances to client/brokers/reinsurers
* Implementation of RPA for existing process (Payments & Cash Reconciliation) by saving 500,000 GBP

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| **ACADEMIC DETAILS** |

##### 2013 – Bachelor of Computer Applications (CV Raman University, Bilaspur)

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| Address: | Flat #104, Sri Sai Nivas,5th Right Cross, ALFA GARDENKodigehalli Main Road, Ayyappa Nagar, Krishnarajapuram, Bangalore – 560036 |
| Date of Birth: | 06-10-1985 |
| Marital Status: | Married |
| Languages Known: | Kannada, English, Tamil, Telugu & Hindi |
| **PERSONAL DETAILS** |