# Pavan Kumar SG

## Mobile: +91 7204020669

## E-mail id: sgpavan999@gmail.com

## Employment Objective

I believe in working “Efficiently and Effectively” to achieve and exceed any defined objective. I aim to use my inherent and acquired skills to contribute to the growth of the organization, besides personal development and career growth.

## Scholastic Credentials

**B.COM** from SSMRV Degree College – **Bangalore University**

**P.U.C.** from Dayanand Sagar College – **Karnataka State Board**.

## Technical skills

**MS Office Tools** - MS Word, MS Excel, MS Power point.

**Application software**: Accounts package -Tally ERP9, SQL Quarry analyzing, Citrix- Sun & GL Vision processing, HUB, Talisma, Finacle, SFE.

## Business Experience – 8 + years

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| **Employer** | **Designation** | **Period** |
| HSBC Bank | Process Specialist/SME | Aug 2015 to Present |
| Aviva Life Insurance India Pvt Ltd. | Operations Executive | Mar 2014 to Aug 2015 |
| PNB MetLife insurance Pvt Ltd. | Finance Co-Ordinator | Oct-2011 to July- 2013 |

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| **Job Profile:- Process Specialist/ SME** |
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#### HSBC ELECTRONIC DATA PROCESSING INDIA PVT. LTD.

#### Duration: Aug 2015 – present

#### Bangalore

## Current CTC – 5, 00,000 INR

**Payments Operations -** Currently working as a **Process Specialist** for GBS Operations which involves an Implementation and Invoicing the clients through invoicing system. Provides services to clients by helping and providing real-time visibility and end-to-end management of Pricing, Investigations and streamlining of invoicing excellence.

**Roles and responsibility: Business Operations**

* **Global Billing System** – **SME** for **Billing Middle Office/Refund Investigation/CCU Helpdesk**.
* Manage 1st and 2nd level escalations across 3 different Operations process and ensure to meet SLA agreed with the stake holders.
* Investigation of refund requests on invoice charges and approval of the same with the threshold limit agreed with business.
* Being a Process Specialist always been responsible to provide error less checking and hence meeting the Quality parameter of the team.
* Effectively communicate with Onshore (UK Business Head/RMs) and Liquidity team throughout billing cycle for Pricing/Tariffs as per product maintenance.
* Providing training and Cross training on Operations processing for the new joiners and Process Refresher as well.
* Performing Final Level Quality Check regarding the Onboarding of Customer into invoicing system in order to charge as agreed.
* Generate deep insights through the analysis of sales data and turn them into Operational actionable.
* Attend Governance call as and when appropriate with the Business to understand the scope of the process improvement (SOP/ Migration).
* Monitor and control the quality of emails dealt with from a communication perspective.
* Adhere to regional Pricing guidelines for each Business Segment and Policies.
* **Projects and MI Reporting:**
* **Project Hawk:** Been a part of Project Hawk in implementing the MI and process workflow as per refurbishment requested by the stake holders.
* **Received an appreciation from the Project Manager for completing the project effectively and successfully.**
* **OPEX – Project:** OPEX which had amplified the team in achieving the TAT and increase in overall efficiency.
* **OPEX** has also led to achieve the SLA prior to deadlines agreed with the onshore team and make effective use of available resources.
* Preparing the **MI and Analysis report** of the customer data throughout the Billing process.
* **Genie award winner** for **Q2 2018** for Implementing New idea into the **MI** that led to **save 35 - 40 hours of production time** in Operations processing.
* Preparing the Operational and Managerial monthly reports.
* **Audit checks on weekly and Monthly basis** has helped the process in avoiding an end moment preparation and made it easy to meet an Internal Audit/Regulatory requirement.

1. **Job Profile:- Operation Executive**

#### AVIVA Life Insurance

#### Duration- March 2014 to August 2015

#### Bangalore

As an **Operation Executive, r**egular Audit checks on customer profile to obtain the up to date information, which will follow **KYC and AML** as per organization policy and regulatory guidelines of **IRDA and RBI**.

**Branch Operations Management:**

* Auditing claims/projects as per the process guidelines received through sales team.
* Complete KYC and Due diligence of Customer profile based on the investments raised.
* Collection of outstanding due balances and timely settlement.
* CRM complaints raised against the branch are closed within TAT and also required approval taken from cluster head.
* Managing Internal and External Audit requirements in respective towards Branch Operations.
* Collections of cheque of other banks will be sent to the clearing team every day before cut off.
* NEFT & RTGS of the branch is done within TAT, Vault inward & outward of cash done.
* Ensure that customer request forms are sent to the processing team within the TAT.
* Making sure to pay-out all payable claims and surrender settlements.
* Coordinate with sales and complete Documentation of Financial and Non-financial records.
* Formulating performance Improvement plans based on common concern areas and ensuring adequate implementation.
* Worked on Verification Process Confirming with Customers through all documents in order to check their history or records efficiently.

**MI and Reporting:**

* Validation and reporting of New Business and existing business processing.
* Reconciliation of all Claims amounts against the collections approved.
* Preparing Daily, Weekly and Monthly activity reports.
* Finalizing the Monthly reports with DOPS & Finance.
* Preparing Sales Rational report on Business lines.
* Quality checks for internal purposes and MI.
* Verify the customer transaction and generate the account activity report.

1. **Job Profile:- Finance Co-ordinator**

#### PNB MetLife Insurance

#### Duration- October 2011 to July 2013

#### Bangalore

**As a Finance Co-ordinator** / **Transaction Processing Executive Outsourced by Mphasis an HP Company ltd and Team Lease Pvt Ltd, Liaison with the Operational and Finance team for smooth functioning and act as supporting role in finance payouts processing.**

#### Roles and Responsibilities:

* Preparing Commission Rationalization report of all parties individually.
* Reconciliation of accounts – Stale account, Rejection account and Bank statement
* Processing the documents to Underwriters end.
* Following up with the respective ARM’s for pending requirements of process.
* Improve procedures and initiate corrective actions.
* Finalizing the Monthly reports with DOPS & Finance.
* Service Tax and TDS calculation to all the Agents.
* Handling the payouts within TAT period and as well as IRDA reporting.
* Responsible for managing weekly and monthly payouts to Commission agents.

## Achievements in current role

* **Annual Award winner as Shining Star for 2020 in GSC Center Level**
* Has been awarded as **Business Excellence for 2020 in GSC Level**.
* Has been awarded **as GSC Service Excellence in Q2- 2018, Q2/Q3 -2019 and Q1 2020.**
* Has been awarded as **Super Star** of the Team for the months of **2018, 2019 and 2020.**
* Had been nominated for **Top Performer for the year 2017, 2018, 2019 and 2020.**
* **Top performer** of the team consistently for **7 months** in **2018** and 5 Months in **2019**
* **Numerous Recognition and AOB Rewards from the Clients and Stake Holders.**
* **Nil operational/Financial loss in Business processing since 2016.**
* Part of **People Committee** and an active member in **Sports committee.**

## Key strength

* Leadership and Management skills.
* Self- starter with the ability to delegate/collaborate with team members
* Ability to translate ambiguous business problems into a conceptual and technical architecture.
* Excellent time management and Problem solving abilities.

**Declaration:** I hereby declare that the above-mentioned particulars are true to the best of my knowledge and my belief and I bear the responsibility for the correctness of the above mentioned particulars.

**Pavan Kumar S G**