**SHA SREE SABAPATHY**

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**BUSINESS ANALYST & INVESTMENT BANKING PROFESSIONAL**

Seeking Middle Management assignments in Manual Testing/Investment Banking Domain/Customer Service & Satisfaction

**Industry: BPO/KPO/Investment Banking**

**PROFESSIONAL BRIEF**

* A young, energetic & result oriented M.Sc.(Finance) from University of Portsmouth, U.K offering 10 years of experience as a Business Analyst - Investment Banking Operations, Process Management and Quality Management.
* Hands on in analyzing business processes, conducting benchmarking study; interpreting result of research studies and guiding with business recommendations.
* Proficiency in defect detection, classifying and reporting defects through HP Application Lifecycle Management & JIRA
* Capable of preparing Test scenarios, Test cases and their execution; and experienced in Manual, Automation Testing and related tools.
* Professional Software Tester with expertise in STLC & SDLC and involved in different phases of Testing (Function, Sanity and Regression Testing).
* Strong technical and business acumen; drive revenue growth through client acquisitions, deft transaction management, cross selling and upselling and delivering excellent customer service.
* Strong communication and inter-personal skills; a strong team player with exceptional leadership qualities and has a passion for service excellence and creative problem solving abilities.

**KEY CORE SKILLS**

* Process Management
* Operations Management
* Liaising with MO & Traders
* New Issue Trades Management
* Pre-Matching/Settlements
* Booking Re-alignments
* Quality Management

**CAREER HIGHLIGHTS**

**On-going project at Tata Consultancy Services Chennai for MSFS (Morgan Stanley Fund Services)**

**Client Morgan Stanley, U.S**

Duration: since Apr’17 (On-going)

Description: Morgan Stanley Fund Services provides accounting and investor services to hedge funds. The project focused on software testing aspect of Fund accounting. It ensures accurate accounting of transaction of fund and the assets & liabilities being adequately controlled. It includes daily portfolio valuations, reconciliation of positions/balances, monthly and/or weekly net asset value calculations, investor allocations, financial statement and disclosure requirement drafting for the Funds.

**Key Deliverables:**

* Handling work allocations to team as per capability and capacity.
* Reading FRD and understanding requirements.
* Preparing test cases according to functionality, report defects, define severity and priority details for each defect and ensure timely execution of all the test cases.
* Carry out regression testing when changes are made to the code to fix defects.
* Reviewing preparation of test documents, ensuring the cases are uploaded & mapped as per requirement on QC.
* Developing & executing test procedures & test cases and involved in defect reporting, tracking & preparation of test summary reports.
* Facilitating Defect meetings and coordinating with Business Development team for defect closure.
* Creating BSM using different drivers and driver values.
* Writing Test scripts and functions wherever necessary for various units of the business modules
* Creating and uploading trade files in various systems

**EMPLOYMENT CHRONICLE**

**Since Nov’10 Tata Consultancy Services, Chennai Team Lead-FID Pre-Matching/Settlements**

**Key Deliverables:**

* Developing contingency/ business continuity plans to ensure smooth business operations; maintaining strict compliance of policy & procedures of organizational standards and coordinating with Senior Team members for cross trainees and suggesting operational efficiency improvements.
* Handling adding of instructions & MDI to the Bond and pre-matching trades value one or two days in advance.
* Overseeing Value Monitoring of the failed trades (Counter Party Short of Securities (CSEC) and Organization Short of Securities (USEC)).
* Carrying out investigation and clearing failed match through counterparty or Middle Office (MO).
* Liaising with Front office, Middle office and traders for any discrepancy & rectifications in the trade.
* Accountable for adding daylights and amending TRD date for market settlement.
* Involved in booking realignments from one A/c to another A/c and handling new Issue trades (Initial Public Offering).
* Engaged in offering and accepting partials, pair-off, partial pair off to counterparties and client service groups and handling queries on pre-matching and post matching queries.
* Coordinating with Euro clear regarding bond redemption date & amount and advised the client service group on the redemption date and amount
* Identifying breaks and ensuring resolution by passing relevant correction entries and advice concerned team on control points to be placed to avoid recurring breaks.
* Maintaining regular interaction with clients, including asset managers, custodians, private banks and investment banks to resolve trade discrepancies and provide accurate trade confirmations.
* Communicating and advising Cash Management team about potential late settlement for Delivery Vs Payment (DVP) trades & add daylight to the trade to ensure proper funding is done.
* Dealing with wide range of fixed-income products (corporate bonds, US Treasuries, Freddie Macs, UK Gilts/T-Bills, commercial papers)
* Prioritize trades to meet various market deadlines, compile daily reports to monitor/reduce daily risk exposure and sharing correct and accurate information with the senior management team.
* Meeting efficiently key clients’ expectations and exceeding SLAs.
* Assisting Claims department in claiming the cost of failed trades from counterparties.
* Administering overall process functions; identify improvement areas and implement adequate measures to maximize customer satisfaction level.
* Responsible for removing unwanted procedures to ease processes ensuring process uniformity & understanding of processes at client’s team end.
* Have beginners knowledge of Ebilling system where we used to validate the Authenticity of the newly joined Clients and do a background verification of the same.Also we see no dues or Fines from Euroclear and other agencies pending
* Have worked on Emedelling Client based system for verifying new Clients onboars

**As Senior Associate in FCG**

* Coordinated for gathering current state information based on interviews with Morgan Stanley SME’s review of multiple reporting systems & available analysis documentation covering subject areas such as Derivatives, Equities, Bonds & other fixed income instruments.
* Carried Balance Sheet Exception Analysis investigation; analyzed root cause for breaks/exceptions on Balance Sheet line items.
* Pivotal in supporting business specific functionality testing on a new hybrid platform and generated ad-hoc report to enable day-to-day controllership functions.

**Feb'08 - Oct'10 ICICI Bank Ltd., Chennai Officer**

**Key Deliverables:**

* Handled queries of internal team members & customers, raised requests for debit card, cheque books, returned and cancelled cheques.
* Served as a Cashier and handled receipts & payments; and was accountable for fund transfer and authorizations from one branch to another.
* Created FD receipts, DD’s and PO for the customers and resolved current account queries along with raising requests for internet banking password and signature change activities.

**Dec'04 - Mar'05 Cholamandalam Mutual Fund Co., Chennai Investment Consultant**

**Key Deliverables:**

* Initiated and sustained efforts for improving customer satisfaction scores through regular relationship calls & provided regular update on change/new policies to employees
* Provided effective resolution to customer queries and improved customer relationship anticipating customer future requirements, thereby ensuring a positive customer experience and provided prompt & accurate resolution to customer queries /complaints.

**EDUCATION & PROFESSIONAL CREDENTIALS**

2007 M.Sc (Finance) from University of Portsmouth, U.K

2004 B.Com from University of Madras

**IT SKILLS**

* Proficiency in MS Office (Word, Excel & Power Point, Access ) and Tally 6.3

**PERSONAL DETAILS**

Date of Birth: 30th May, 1982

Languages Known: English, Hindi, Tamil and French

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