

SWAPNIL SINHA

ASSOCIATE CLIENT SOLUTIONS PARTNER



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I am a results-oriented and passionate leader with extraordinary communication and delegation skills and the important ability to remain calm in stressful situations. Having worked as a Client Engagement Manager and Business Analyst for almost 6 years working for the BANKING AND SOFTWARE Industry to be specific, I am fully adept at all aspects of the job. However, I especially excel at maintaining all-time great customer satisfaction with provided services, coordinating various daily business operations, and developing new pricing models business Analysis, and Operations Management or relevant opportunities to apply research and analytics skills.

Skills

MANAGEMENT SKILLS

Client Engagement
People Management
Process Simplification
Team Handling
Product Development
Revenue Generation

ANALYTIC SKILLS

Risk analysis
Operations research and data integration
Wealth and Credit Analysis
Excel
Financial Modelling
Market Research
Project Management
Business Analysis

SOFT SKILLS

Excellent Communication Skills
Verbal and Written
German Language A1 level

Education

Delhi Public School

Apr. 2006 to Mar. 2007

Siddaganga Institute Of Technology
B.E Chemical 2011

June 2007 to June 2011

Balaji Institute of Modern Management
PGDM Marketing and IT 2015

June 2013 to May 2015

Employment

Quantiphi Analytics Solution Private Limited · Associate Client Solutions Partner

Malad Mumbai · July 2020 to Dec. 2020

Worked as a premier partner and engagement manager for **GOOGLE CLOUD PLATFORM**.

PRESALES- Responsible for **bid management** and proposals, as part of the Sales operations team and maximizing revenue growth. Act as a liaison between clients and management for business executions and jointly analyze various opportunities, assisting customers with using our services throughout projects within the US East region. Strong program management skills and drive the process with stakeholders across the organization and collaborate in a bid management scenario.

SALES OPERATIONS-Data Management-manage and evaluate data to determine the effectiveness of a product or campaign.

Contract Proposals-create contracts that satisfy both company and customer needs. Application Management and Sales forecasting. Evaluation and Implementation. By evaluating data ensure the success of a product or implement new sales plan if the evaluation yields unsatisfactory results. Sales Strategy and future goals for a sales team using Google Docs.

Ascent Technology Consulting Pvt ltd. · Sr. Business Analyst - Banking Products (Escrow) Powai, Mumbai · Aug. 2019 to July 2020

Business Analysis -worked directly with clients in **gathering requirements, UI/UX designing , Wireframing** ,facilitating workshops and producing requirement documentation. Along with development and testing of application. Tools used- **MS VISIO, DRAW.IO,Balsamiq**(Beginner level).

Senior Stakeholder Engagement - throughout my career, I have been placed in client-facing roles, often as the single point of contact (SPOC), gathering requirements and gaining signoff from internal and client PMs, Managers and Directors. Global technology companies I have worked with are ICICI Bank, Kotak Bank, Dubai Islamic Bank and Bank al Bilad.

Project and Delivery Management - Lead on client software projects, producing **test plans**, summary and defect reports. Have been an integral part of the teams catering to **System Automation Testing, SIT, UAT** including analysing test cases all throughout the UAT phase.

Onshore & Offshore Team management -Worked in geographically dispersed teams across India ,Dubai, Riyadh, US and MENA region.

Digital -As a BA, helped sell solutions and define functional requirements for Escrow related banking products catering to RERA engagement. **MS Project , Microsoft Tools , Scrum Methodology - JIRA**.

Pre-Sales and Product Demo-Helped in Pre-sales in building cross dimensional clients for all three products in the current company.

Standard Chartered Bank · Assistant Manager- Retail Operations Analyst

Mumbai · May 2015 to Nov. 2018

Wealth Management Operations -Investment and Insurance

Liability operations- Account services

Management Trainee - Credit and Risk Analyst

Biosafe Medicals Pvt. Ltd · Assistant Quality Engineer –QA/QC

Ranchi · Oct. 2011 to Feb. 2013

• Taking care of QA/QC documents of the entire project including certificates, calibration and test results.

• Performing all daily inspection and test of the scope and character necessary to achieve the quality of construction required in the drawings and specifications for all works under the contract performed ON or OFF site.

Projects

Project Summary

Oct. 2014 to Mar. 2015

• Amendment of a new sanction checklist ensuring standardization in credit analysis across various workplaces, pertaining to both sanction and disbursement vertical. • Reduction of rework and TAT breach cases, encountered during process submission to S20 (straight to operations), inclusion of some major check points at the login gateway. • Ageing cases, original documents (Title-non title) withheld with the custody team for an average of 360 days. • Centralization and De-centralization of liability activities for cost reduction and F.T.E management Pan India. • Process digitization and inclusion of process TAB banking and electronic teller apparatus for the retail banking vertical. Worked with the GLOBAL CIO (chief information officer) TEAM and Head Technology, STANDARD CHARTERED BANK.

Activities

Stepathalon Event · Event Manager and Host

Mar. 2016 to Mar. 2016

Conducting and driving the event “Stepathalon” in Standard Chartered. A n initiative towards employee fitness.

YI(Young Indians) - Swachh Bharat Abhiyaan · Co Chairperson

June 2017 to June 2018

Conducted various outdoor events such as street plays and open mic pertaining to Swachh Bharat Abhiyaan.

Blood Donation and Tree Plantation drive · Organizer

May 2018 to May 2018

Active participant and organizer for the CSR drive at office premise and at Juhu beach.

Volunteering

CII - Confederation Of Indian Industries · Volunteer
Bangalore

Apr. 2017 to June 2018

Volunteered for various activities held under the CII Bangalore chapter such as WASHE, SHEROES, YUVA, MASOOM etc.

Certifications

Agile and Scrum Master certification · Simplilearn · Apr. 2020 to Current

Training Session at Aditya Birla Group- Ultra Tech Cement. · Training on Planning and Prioritization · Feb. 2019 to Feb. 2019