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| **RISHABH KR. GHOSH**  19TH Feb 1985, Male | |  | Flat – A, Tower 1, Habitat Crest, ITPL Road,  Bangalore – 560048  Phone: 9886340296  Email: Rishabh.k.ghosh@gmail.com |
| **EDUCATION** | | |

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| **Year** | **Degree/ Certificate** | **Institute/ School, City** |
| 2007 – 2009 | MBA (Finance*)* | Future Business School, Kolkata |
| 2006 | B.COM. (Accountancy Hons.) | Xavier’s college, Ranchi |

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| **TOTAL CORPORATE EXPERIENCE 10 Years, 7 months** | | | | |
| **Eton Solutions** | | **Job Title: Manager – Business Analysis / Product Management** | | **Nov 2018 – Till date** |
| **Job Responsibilities:**  **Manager**  (Family Office, Wealth Management, Fund Accounting/CRM Platform) | | **Start-up Operations - Transition (Onsite/Offshore)**  **Onsite Consultant (Transition)**   * Worked as an **Onsite Consultant in US** (5 months) building several modules in **Family Office Platform (Asset Management/Fund Accounting)** & **Payment system** (Eton’s software Product) * Developing **Methodology**, identifying roles/responsibilities/processes and creating   **Roadmap** to setup **business operations** in India   * Worked with Sales and Implementation teams gathering business requirements& domain expertise in building **Family Office platform**, **product Features/ Functionalities** * Identifying potential **Client outsourcing** and services opportunities in order to set up BPO unit in India and make it a **major revenue generating** center * Visioning Product Road map and setting timelines   **Product Development & Business Analysis**   * **Transitioning and Heading the Product** team (India) comprising of Business Analysis and Product Team * **Working as a Product Owner-**Gathering & Defining Business Requirements from Clients, Sales (Contractual Deals), Implementation and Services teams * **Authoring Product Specifications**, Service Requirement documents, User Stories, User Interface Design, Acceptance Criteria, Test Cases, Data Model and conducting walkthrough sessions for Development and Testing teams * Managing Development backlogs, DevOps Dashboards and identifying new features in pipeline (in agreement with existing Clients and Business Partners) * Working cross-functionally with Project sponsors, Business users, Financial Service Teams (Operations), Developers, Testers and Other stakeholders * Sprint Refinement, Grooming, Planning and Prioritizing new features, Enhancements and Defects * Developing a sustainable platform for **On-boarding** new clients facilitating Implementations and Data Migration Projects. * Handling Product support and Customer Relations as after sales service. * Building new teams – Identifying and acquiring **new talents** for different verticals * Working closely with Sales & Implementation Team on Client contract deals (Clients like **Walton Family** (**Walmart**) and **KPMG Canada**) * Hands on with **Product Demo**, UX design, documentation, user guides and SOPs * Worked on end to end product Development Lifecycle within Scrum Framework integrating Agile/Kanban Methodology. | | |
| **Envision Financial System** | | **Job Title: Operations Lead** | | **Oct 2015 – Oct 2018** |
| **Job Responsibilities:**  **Operations Lead -IT**  (Wealth Management/Transfer Agency and Sub-Accounting – Platform) | | **Team Management /Supervisory**   * Developing a Transfer Agency/Sub-accounting platform & operations working closely with US Bank Corp and Charles Schwab * Managing Product team (Sub-accounting operations) of 15-20 Members. * Handling a team of Product Operations Analysts to regulate the functioning of day to day cross functional activities. * Manages performance and behavior of Associates through 1:1 meeting, coaching and mentorship. * Implement performance goals, monitors and evaluates against pre-set goals implementing action plans to resolve performance barriers as needed. * Review and analyze performance metrics to identify areas of opportunities that would drive performance improvement. * Liaise with other departments such as Sales & Implementation Teams, Development Quality Team for Product designing   **Business Analysis/Product Development & Support**   * Working closely with Clients (client locations) on Requirement Gathering, Product designing and support * Authoring Spec, refining, reforming, grooming and prioritizing business requirements * Estimate requirements and develop alternative solutions with Product Management and Technical Managers. * Preparing Test cases, user acceptances and plans for data audit and quality analysis. * Running sprints on Agile process and delivering projects meeting deadlines * Working with DevOps and Testing team on Product Development * UX/UI designs, system possibilities/compatibilities, for the end users * Supporting Implementation& Data Migration, gathering functional and non-functional requirements   **IT Operations**   * Handling both Transfer Agency (Client: Mutual Fund Companies) and Sub-accounting (Client: Broker & Dealers) IT Ops and Product support services * Client Implementations & Data Migration * Conducting Client Trainings sessions and creating product manuals * Authoring procedures and process documents to structure new processes and enhancing existing process documents for operations team.   **Onsite Experience**   * **Have extensive experience of working at client site in Denver (US) on Product Go-Live for Transfer Agency/Sub-accounting Operations platform with partners like US Bank and Charles Schwab.** * **Trained onshore counterparts and US Bank team members on the day to day process and activities.** * **Handled several conferences, seminars on defining the process of Sub-accounting operations with our partners and client stakeholders.** * **Setting up onshore Product team in US and identifying their key roles and deliverables.** | | |
| **Fidelity Investments** | | **Job Title: Sr. Process Analyst** | | **Feb 2014 – Oct 2015** |
| **Job Responsibilities:**  **Senior Process Analyst**  Transfer Agency (Fund/Portfolio Management) - *Implementation: Define Contribution* | | **Product Support/Process mapping**   * Analyzing and writing procedures docs and streamlining system functionalities * Working with Clients and Implementation teams in gathering new requirements * Acting as a client consultant in building/enhancing Implementation, Fund Accounting, Portfolio management and Money Movement modules * Bridging the gap between client and product management * Gathering functional & Non-functional requirements across Operations team for system and process improvements plan * Handling data migration during client on-boarding * Dealing with fund closure and moving the assets of one Fund vendor to another | | |
| **Thomson Reuters** | | | **Job Title: Content Analyst** | **Feb 2010 – Jan 2014** |
| **Job responsibilities:**  **Content Analyst**  (*Investment and Advisory*) | **Financial Data Analysis**   * Research of Annual and Quarterly reports/filings from various sources to gather fundamental financial information * Analyzing the financial statements of the listed companies such as Balance Sheet, Income Statement and Cash Flow * Extract calculated and system automated financial data from the available information * Update all the derived as well as researched financial data and related information in an internal tool called Do-plus * Presenting the financial information in a simplified manner so that clients can access relevant information * Analyzing and extracting financial data from General Ledger and Trial Balance   **Content & Business Analysis**   * Research and provide real time information regarding recent Mergers and Acquisitions, Disposition and Takeovers of the Companies around the globe * Analyze Corporate profiles, Business overviews, Competitors, Segments, Management, Shareholders and directors of companies * Identifying the fundamental strengths and weakness of the companies through their financial statements. * Tracking of name changes and business changes, as well as bankruptcy filing by companies, from Factiva and stock exchanges and announcements. | | | |
| **ADDITIONAL INFORMATION** | | | | |

**Technical Skills:** MS Office, Excel, Tally, Internal Tools (Voyager, Doplus, Reuters production maintenance), MS SQL, JIRA, Agile, Kanban

**Visa Status:** US B1/B2 Visa (Valid till 2027)

**Personal Skills and Qualities:**

* Excellent verbal and written communication skills
* Comprehensive problem-solving abilities
* Good interpersonal skills, assertive, flexible
* Willingness to learn, Understanding, Responsible, Trustworthy
* **Language known -**English, Hindi, Bengali.

Place: **Bangalore** **RISHABH KUMAR** G**HOSH**