**DEEPAK SINGH** Email**:** [**t.deepaksingh@yahoo.com**](mailto:t.deepaksingh@yahoo.com)

Mobile: +91 9986814056

**Profile** **Summary:**

Result oriented, experienced and motivated reconciliation specialist utilizes exceptional analytical and investigating skills to identify discrepancies to resolve them. Having 8+ years of experience and knowledge in cash payment flow, foreign exchange and cash operations in the investment banking industry. Resolving technical issues in the client application and maintain accuracy and timeliness of production. Strong team builder with proven ability to motivate team members towards achieve the production targets.

**Professional Profile:**

* Over all 8+ years of experience in Investment Banking Operations and cash operations.
* A dynamic professional with experience in Customer maintenance, transferring money and Portfolio analysis for Insurance Clients, changing address, maintaining work flow.
* Currently associated with JP Morgan India Services Pvt Ltd, Bangalore as Operation Analyst.
* Proficient in handling banking functions in coordination with internal and external departments for smooth business operations.
* Possess excellent, interpersonal skills, communication and organizational skills.
* Exceptionally well organized with a track record that demonstrates self-motivation, creativity, and initiative to achieve both personal & company’s SLAs & work processes.
* Skilled in managing customer maintenance.
* Completed Six Sigma Yellow belt certification.

**Highlights and Skills:**

* Dedicated to completing assigned project/task within its deadline
* Data collection & analysis
* Enhanced due diligence comprehension
* Risk assessment procedures
* MS Office, Visio and Excel proficiency
* Transaction monitoring
* Thorough and accurate
* Leadership skills

**Core Competencies:**

* Wire payments
* SOP & Dash board
* Quality Management
* Monitoring & reporting
* Product training & MS-Office suits
* Manual Payment processing

**Achievements:**

* Received the best team player in team & The Achievers of the Quarter award.
* Completed **Six Sigma Yellow Belt** training & Certificate.
* Received certificate from client for the best performer for the year 2015.
* Received award **“PAT On BACK”** award in iGATE for excellence performance

**Professional Experience:**

**Manual Payments, Cash Operations - Operations Analyst, Sept 2017 - Present**

JP Morgan India Services Pvt Ltd**,** Bangalore

**Responsibilities:**

* Processing manual payments based on internal banking ops partners request between DDA & GL accounts.
* Responsible for sending all monthly deliverables and management reports.
* Conduct team meetings to update members on best practices and continuing expectations.
* Provides quality customer service (internal team), including interacting with internal ops partners, answering for their enquiries.
* Delegating tasks and set deadlines for the team.
* Encourage & participating in L&D sessions to develop self-management skills, interpersonal and Communication skills and applied the same strategies to develop team performance.
* Suggest and organize team building activities.
* Conduct SOP reading sessions for every quarter in order to meet SLA.
* Incorporate compliance guidelines into account monitoring activities.
* Ensured that all confidential client information was handled properly.
* Gathered supporting evidence needed for authorized investigations.
* Provided regular training updates on new monitoring techniques.
* Reviewed monthly account transactions, making note of any suspicious activities.
* Preparing Training plan for the new hires on the process
* Conducting Huddle on weekly basis to discuss on new updates and error discussion.
* Preparing all the reports to the management (Daily & Monthly Production report).
* Leading the WebEx Training and supporting the Onshore Team for Knowledge Transfer followed by Certification before going Live on banking operations.
* Preparing reports and producing ideas for enhancement of investment portfolios
* Building and maintaining direct relationships with clients
* Assisted senior analysts in building client database and improving business

**Retail & Commercial banking – Senior Associate, June 2012 –June 2017**

IGATE Global Solutions Ltd, Part of Capgemini, Bangalore

**Responsibilities:**

* Maintaining the service level agreement (SLA), training, team meetings, coaching sessions and other activities.
* Follow up the escalations, C-Sat (Customer Satisfaction), Transaction audits, sharing the feedbacks, publishing the agent productivity daily, and looking into agent concerns and clarifications.
* Responsible for sharing Weekly call, Monthly Dashboard and Service Delivery call for the process and sharing the same with the clients.
* Working with the Management Team to achieve the Organizational Goal and Objectives
* Resource allocation during Month end and high volume periods.
* Have prepared daily trackers to measure the volume and check the SLA metrics.
* I used to coordinate with Quality Team in minimizing the errors.
* Active participation in conference calls during the process trainings.
* Updating all the Standard operating procedures regularly and preparing process flow charts in MS Visio.
* Taking care of the entire cross training being done properly within the team
* Preparing Training plan for the new hires on the process
* Evaluating the performance of the associates and rating accordingly
* Actively participated to updating Audit Documents for team the team like FMEA, Org Chart, Process Flow Charts, SIPOC, CAPA, Escalation and communication matrix etc.
* Updating bi-weekly report for calculating of capacity utilization in the team and effective utilization of resources.
* Manually allocating different Queues to Each Resources, Preparing CC Report for Online Statement Cases and sending the same to Onshore for Validation.
* Conducting Huddle on weekly basis to discuss on new updates and error discussion.
* Preparing all the reports to the management (Daily & Monthly Production report).
* Leading the WebEx Training and supporting the Onshore Team for Knowledge Transfer followed by Certification before going Live on banking operations.

**Process Associate & Quality analyst, Feb 2010 – June 2012**

SLK Global BPO Services Pvt, Ltd, Bangalore

**Responsibilities:**

* Reviewing the fraud transactions on Debit/Credit services.
* Retrieves the dispute request and initiating the dispute for the fraud transactions.
* Reviewing the ACH transactions by doing authentication.
* Invoice File Processing.
* Return File Processing.
* Payment Reversal
* Issues the provisional credit to the customer’s a/c and reverse the fees that hit the a/c due to dispute transaction (Fraud transactions).
* Calculate the customer account statement and validating the below details.
* Over draft fees
* Daily over draft fees
* Over draft transfer fees
* International fees

**Education**:

* **MBA (Finance & Marketing)** with 60.58% from the Brindavan College of Engineering. Bangalore. (Affiliated to Bangalore University). 2008
* **B.Sc. (Electronics)** with 57% S.B College of science Gulbarga, Gulbarga University. 2006.
* **Pre University Course (Science)** with 40% from Government PU College, Gulbarga, Karnataka State PU Board, 2003.
* **SSLC** with 54% from Sachchidananda High school Rawoor. Gulbarga Dist.2000

**Personal Profile:**

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| * Name | * Deepak Singh Thakur |
| * Date of Birth | * 09th January 1984 |
| * Present address | * #95, Manjunath Residency, Ground Floor, 1st Main, Vinayaka Nagar, * Yelahanka, Bangalore-560064. |
| * Contact No. | * 9986814056 |
| * Email | * [t.deepaksingh@yahoo.com](mailto:t.deepaksingh@yahoo.com) |
| * Nationality | * Indian |
| * Marital Status | * Married |
| * Languages Known | * English, Hindi, and Kannada |

**Declaration:**

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

Date:

Place: Deepak Thakur