|  |  |
| --- | --- |
| **Manish Sharma**  [ms.sharma063@gmail.com](mailto:ms.sharma063@gmail.com)  +91-7665436644 | |
| Key Skills   |  | | --- | | **Operations Management** | |  | | **Project Management** | |  | | **Strategic Planning** | |  | | **Resource Management**    **Transition Management**    **Change Management** | |  | | **People Management** | | **Capacity Management**    **Team Management** | |  | | * Profile Highlights |
| * Professional with 11 years of experience in spearheading Commercial loan operations, Transitions, Simplification & Transformation projects for fortune   500 and privately held companies. Brought astounding insights in preparing key strategies, developing delivery framework and managing resources in the most optimized fashion.   * In-depth knowledge of ACBS i.e. Advanced Commercial Banking System and various supporting business applications for cash application, wire reconciliation, document management etc. * Performed various roles in Commercial Loan Operations such as Business Analyst, Operations Manager, System expert, Team Lead & Trainer * Managed end to end transition projects from US and Europe to India and Manila   as a transitions manager and also in the capacity of SME which included regulatory due diligence, planning, knowledge transfer, recruitment, training, management information, legal and contractual preparedness etc.   * Expertise in writing Business requirement documents and conducting UATs for system enhancement/conversions/IT rollouts * Currently learning Salesforce through Trailhead, completed few certifications, planning to go for few more |
| Work Experience  **Oct’ 19- Till Present**  **Pune/Jaipur, India**  **Role**: Business Analyst   * Working as a freelance Salesforce business analyst for US based startup * Scheduling & Leading project calls, understanding the detailed project requirements and communicating the same to developers * Conducting UATs and giving demonstrations to clients * Preparing Business Requirement docs, Feature guides and SOPs   **Certifications**   * Salesforce Certified Administrator (June 2020) * Salesforce Certified Platform App builder (Sept 2020)   **Projects**   * Loan Pricing Tool : Developed a Loan Pricing tool for a US based bank   **Jul’ 17- Sept’19 DBOI Global Services Pvt. Ltd (Associate) Pune, India**  **Role**: Project Manager   * Managing End to End Finance transitions from Deutsche Bank Europe and US to delivery Centers in India and Philippines * Facilitating System/data migrations, analysis & testing to execute various improvement ideas in Finance functions * Collaborating with cross functional stake holders and support work streams such as Technology, Training, Recruitment and Infrastructure teams to make every transition/conversion a seamless one * Ensuring Regulatory due diligence/governance around Transformational initiatives/Migrations to mitigate risk * Leading project governance calls to ensure timely completion with regular updates to all the stakeholders/business leads   **Aug’ 15- Jun’ 17 Genpact India Pvt. Ltd., India (Manager) Jaipur, India**  **Role**: Business Analyst   * Built expertise in Project analysis, Test script creation, conducting UATs & SOP designing * Lead 20+ Functional enhancement projects in ACBS for improved user experience and controllership * Have been associated with system migration/conversion of various portfolios during GE Capital divesture such as   Healthcare, Antares and Energy financial services   * Provided L2 Support in resolving production related issues/glitches in ACBS and other ancillary tools such as No map issues, transaction failures etc. * Worked as a bridge between Production teams, UAT resources and IT team   **Mar’ 13- Aug’ 15 Genpact India Pvt. Ltd., India (Assistant Manager) Jaipur, India**  **Role**: Operations Manager   * Managed the Commercial Lending portfolio of 60+ Billion USD which included Bilateral, Syndicated and Participation deals * Supervising a team of 50+ FTEs involved in servicing different pricing option (Prime, Libor and Letter of credit), responsible for daily operational activities such as disbursing funds, settlements, applying cash, reconciliation, updating Borrowing base certificates, handling investor queries and terminating accounts at the time of payoff and expiration * Responsible for creating and managing key business documentation such as SLA, KPI, FMEA, Capacity model, escalation matrix, business continuity etc. * Responsible for hiring the right talent for the team through external or internal sources * Supervising operations for rendering and achieving quality services, providing first line customer support by answering queries & resolving their issues, ensuring minimum TAT   **Transitions:**  **Direct and Syndication Loans Cash Apps - Off Shore Transition (Jan 2016 - Mar 2016)**   * Transitioned Direct and Syndication loans servicing process from Chicago, US to India * Prepared the SOPs and developed learning path for new hires * Identified resources through fresh hiring and Internal Job postings * Trained and mentored new hires, conducted requirement based refresher trainings     **Franchise Finance Loan Booking - Overseas Transition - (Sept 2013 - Feb 2014)**   * Transitioned Franchise finance loan booking process from Arizona, US to India * Worked closely with closers and risk team to understand the deal Originations * Documented SOPs and prepared learning path for new recruits * Identified resources through fresh hiring and Internal Job postings * Bench marking the KPIs and ensuring that the defined standards are met & maintained on regular basis   **Apr’ 08- Feb’ 13 Genpact India Pvt. Ltd., India (Process Developer) Jaipur, India**  **Role**: Portfolio Analyst, Trainer and Team Lead  **Team Lead**   * Approved disbursals, settlements, borrowing base updates & libor rollovers on Participation and Agented deals * Conducted weekly/monthly metric calls with customer and risk * Overseeing the reconciliation activities and closing the cash breaks on regular basis * Highlighting exceptions to risk for faster resolution of high aging items * Mentored the new hires to bring them up to the learning curves * Responsible for drafting the standard operating procedures along with training Modules   **Trainer**   * Trained and up-skilled 60+ FTEs on commercial lending fundamentals * Conducted ACBS workshops for team members and other upstream/downstream teams * Organized refresher trainings based on individual and team requirements * Ensured team members are given product training as per the training calendar designed * Created the performance evaluation system for every team member   **Portfolio Analyst**   * Managed a Portfolio of 50+ accounts of Participation loan portfolio * Responsible for daily operational activities, such as disbursing funds, applying cash and ensuring that interest and fee received from agent bank are consistent with the terms of the agreement * Reconciliation of accounts at sub-ledger level, managing collaterals by updating borrowing base certificates and terminating accounts from GL at the time of payoff and expiration * Managing the metrics for given accounts and involving various stake holders as per the requirement * Prepared team dashboards for highlighting the performance of every individual and team as a whole   Education   * Masters of Business Administration - Executive(2016) - R. A. Poddar Institute of Management, Jaipur * Diploma in IFRS(2009) – ACCA, UK * Diploma in International Trade (2008)- Rajendra Prasad Inst. of Comm. & Mgmt., Jaipur * Bachelor of Commerce(2007) – University of Pune, Pune | |
|  | |
|  | |
|  | |

­