

CONTACT DETAILS

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SKILLS

- Business Analysis
- Change Management
- Process re-engineering
- Process Optimization
- Project Management
- Communication
- Analytical thinking
- Problem solving
- Decision Making
- Leadership & Coaching
- Transition Management
- Capital Markets
- DevOps

CERTIFICATIONS

- 2021-Diploma in Project Management- *Shaw Academy*
- 2020 - Investments Foundation - *CFA Institute*
- 2016 – Le Niveau Deux- *Alliance Française*

PROFESSIONAL SUMMARY

I am an AVP with 11+ years of experience in process re-engineering, business analysis, operations, process, project and people management. Recognized consistently for performance excellence and contributions to success in BFSI & FinTech. Proven success in Leadership, operational excellence and organization development roles.

WORK EXPERIENCE

AVP CLIENT SERVICES – ENFUSION SOFTWARE TECH. BANGALORE | NOV 2020 – PRESENT

Portfolio Operations – COE - Lead product consulting team handling Client queries and Client training

Process Improvement Ideas

- Confluence knowledge share and Help Centre integration – FAQs, updates
- Conversion of Zendesk Macros to Help Centre ideas
- Process Standardization - Standard SLAs/Priority definition/Complexity/Internal controls/ Training
- Collaboration with internal teams – Managed service: Global footprint & coverage / Knowledge gap – system & workflow issues
- Identification & elimination of NVAs
- Implementation of proof of concept – new changes
- Career Development Plan Implementation
- New hire Onboarding checklist
- L&D opportunity – virtual learn, standard videos (Client n inhouse)

SECTION MANAGER – CHANGE MANAGEMENT - NORTHERN TRUST PUNE, MAHARASHTRA | SEP 2018 – OCT 2020

Initiated and Lead Global project on derivatives (ETDs, OTCs and CFD)

Current state analysis:

- Performed deep-dive analysis on the existing practices across FA teams, financial reporting, asset setup/maintenance, pricing, middle office and custody teams globally

Data analysis:

- Benefit (FTE) estimation based off multiple data sets (TIM study, exception volumes, past errors, manual touch points etc.)

AWARDS

Northern Trust

- Gold Award

BNY Mellon

- Applause - Risk Management
- Applause – Exemplifying management excellence
- Applause – Helping clients succeed
- Bravo - Helping clients succeed
- Wow – Cultivating High Performance Culture
- Wow – Driving & delivering excellence

BNP Paribas

- Champion of the month
- Team Spotlight
- Employee Spotlight

Documentation:

- Created BRD, problem statements, process flows
- Additional documentation on product and process nuances.

Solutioning:

- Closely worked with product owners, technology reps, system architects, RPA & ops.
- and delivered strategic and tactical solutions.
- Immediate benefits of > 70% efficiency by a single operational practice change (ETD MTM crystallization)
- Lead the fund accounting business process discovery project; delivered results by uncovering multiple anomalies, regional nuances / practices and common problem areas across fund accounting locations and proposed strategic and tactical solutions driving standardization, enhanced automation and process efficiency.
- Initiated and lead multiple product discovery and issue resolution initiatives on various products/ asset classes including; MBS, TBA, ILBS & Repos.
- Lead multiple projects driving efficiency, standardization and streamlining the Global Operating Model.
- Lead Operating Model discussions and POC team established for strategic vision of establishing golden source of record, enhanced STP rate, exception handling and user interface.
- Lead and supported the work stream established for the new service offering by the Bank to Clients and IM - Asset Management Oversight Services including; Regulatory Investment
- Restrictions Check; Liquidity Oversight and analytics & NAV Oversight and analytics.
- Translated complex requirements and issues into specific requirements and problem statements
- Designed tactical, strategic solutions per product/ asset class and process type to enable integrating the new service requirements and delivery into the current process.

VP -TEAM MANAGER– FUND ACCOUNTING - BANK OF NEW YORK MELLON, CHENNAI, TAMIL NADU |2016 - 2018

- Lead and successfully managed the on-boarding & conversion of new client to BNY (parallel & live period) - first client directly on-boarded from India. ? Instrumental in setting up operating and functional model across teams in Chennai for fund accounting business
- Lead global initiative identifying and eradicating process/system inefficiencies and differences in the accounting platforms and versions.
- Lead various projects driving efficiency, standardization and streamlining of the Global Operating Model.
- Instrumental in the successful offshoring of clients from various onshore locations to India.

MARKET SYSTEMS

- Integrata/Enfusion
- Reuters
- Zendesk
- GIO – Invest One
- Multifonds
- TLM
- Intellimatch
- WSO
- GMI
- Omnium
- Bloomberg
- Euroclear

LANGUAGES

- English – Native proficiency
- Hindi – Native proficiency
- Tamil – Native proficiency
- French – Limited proficiency

EDUCATION

B.COM Marketing Management -
Madras University (2008-2010)

- Team Management - People, performance & compensation management.
- Implemented and received Bronze Accreditation for Visual Management Boards
- SPOC and leader for firm wide committees like; Community Partnership - Corporate Social Responsibility, Accounting Experts Group across fund accounting teams and departments Business Efficiency Projects.

Process Efficiency efforts:

- Replaced manual download /saving of reports from the accounting system and websites with automated schedulers
- Identified and established mechanism for bulk upload of entries on accounting platform instead of manual input one by one.
- Report Standardization across Clients & locations.
- Revised SLA, TAT & workflow for utility teams at a global level.
- Segregation of duties and accountability & elimination of duplication of efforts

Root Cause Analysis and Issue Resolution:

- Incorrect trade booking - due to multiple identifiers provided by Client and varying set up criteria for SDM & TC teams.
- Incorrect payment schedule set up for securities involving pay delay (45 days lag).

Best Practice Sharing

- Daily Income Accrual Check- Macro.

TEAM LEAD – FUND ACCOUNTING, BNP PARIBAS SECURITIES SERVICES LTD. CHENNAI, TAMIL NADU |2014 –16

- Team Management • Performance and Compensation Management • Mentoring and training new joiners in the team. • Drove multiple operational improvements which resulted in savings and process efficiency. • Risk Assessment, Critical Decision-Making and Escalations. • Breaks monitoring, validation and reporting them to Client & other stakeholders. • Managing client and audit queries (both internal & external). • KPI, Risk and Issue management. • End to end fund accounting

SENIOR SPECIALIST, GOLDMAN SACHS SERVICES PVT. LTD. BANGALORE, KARNATAKA |2010 – 2014

Operations Projects Services (OPS, BPI)

- Conducted detailed process reviews through time and motion observations, metrics validation and feedback loops.
- Documented current state processes, volumes, time / effort (FTE) per function.
- Performed root cause analysis of high cost /effort work drivers.
- Reviewed current state findings.
- Developed future state design (tactical and strategic) including - Process / Technology, Organization / Behavior & Risk / Control.
- Performed gap analysis for current and future state processes.
- Performed scalability analysis.
- Validated future state proposals with stakeholders Asset Management

Process Improvement Projects and Key Benefits

- Rationalization of Responsibility Codes - Implemented- 80% process efficiency
System Access & Entitlement Management- Implemented.
- Reason Code rationalization - Implemented - 90% process efficiency
- TBA Auto Matching Logic- Implemented
- Efficiency in allocation of trade breaks -Proposed

Root cause analysis and Historic Issue Resolution

- Conducted independent technical reviews of current processes and records to proactively identify and correct process and system issues.
- Data Quality/ Accuracy Issue: Securities Master: incorrect security set ups in internal systems (incorrect coupon currency on EMDs, incorrect payment schedule on lag securities)
- Exception Reduction: Developed kick out rules for internal reconciliation system to resolve issues & breaks on State Deposits, Bond Forwards.

Portfolio Control Analysis (Fixed Income)

- Stakeholder management: Manage relationships and expectations of internal and external client such as trading desk, clients, client middle office and meet and exceed the SLA.
 - Actively participated in regression & stress tests (including weekend testing)
 - Product/ Process Captain for Critical Clients.
 - Participated & Coordinated events for the People Development Committee
 - Performing cash projection activity and reporting trade dated cash & overdraft balances to the New York & London trading desks.
- Nav calculation, NAV reconciliation and validating the fund accounting NAV data