**PS**

**680-800-8983**

**recruiter@dumpaconsulting.com**

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| **PROFESSIONAL SUMMARY** |

* Salesforce certified Administrator with 7+ years of work experience as an Analyst in Risk Analysis & Mitigation, International Banking &Finance,Compliance, International trade, Supply Chain Management&Foreign Exchange.
* Expert in analyzing Business Requirement Document (BRD), Functional Specification Documents (FSD), gap analysis & performing RCA Analysis.
* With due diligent scrutiny and understanding the pain points in the transaction with experience, improved the accuracy by 99%
* Served as liaison to compliance teams to obtain necessary data for monitoring, reporting, and statistical analysis.
* Analyzed quantitative and qualitative business data to develop a solution design capable of fulfilling various country’s bank branches& it’s customers.
* Rebuilt branch relationships, increased consumer engagement and improved the team’s performance.
* Proficient in Design and execution of Test Strategy, Test Plan, Test cases and Test Reviews through different stages of testing lifecycle.
* Known for prioritizing defects, balancing risk with reward, and proactively testing and influencing sound release decisions under tight deadlines.
* Expertise in ensuring compliance of International trade transactions as per Uniform Customs and Practice(UCPDC), International Standards in Banking Practices (ISBP) & International Practices in Standby Letter of Credit (ISP98)
* Self-motivated, pro-active, good team player and a quick learner with good leadership & communication skills.

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| **SKILLS SUMMARY** |

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| Sales Force (Certified Admin) | Requirement gathering, User story Analysis, Design, drafting, documentation & execution of testing strategy  |
| Avoka (AWS), nCino, Skience | Estimator, MDM, DocuSign, Lucidchart |
| Jira, Service NOW, Confluence, Share Point  | KYC, AML, CTF certified, Letter of Credit & documents Specialist (CDCS certified) |
| MS Office Suite (Excel, Word, PowerPoint, Visio, Outlook, Teams) | International Standard Banking Practices (ISBP), US Banking practice & Procedures, International Practices in Standby Letter of Credit (ISP98) |

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| **EXPERIENCE** |

**SALESFORCE ANALYST**

Confidential - Sep 2019 – Dec 2020

Project – Client Life Cycle Management (CLM) – Lending Services & Private Wealth Management

* Strong analytical skills in Salesforce.com standard object, custom objects, custom fields, page layouts, custom Tabs, Reports, Dashboards, Data security and various other components as per application requirements.
* Worked in an Agile environment and actively participating in Daily stand-ups and project triage meetings with peers.
* Participated in requirement gathering, project definition& technical discussions through end stakeholder meetings.
* Skilled in building reports and dashboards, customizing them as per user requirements.
* Led design & execution of regression, systems &user acceptance testing (UAT) on sandbox as well as production during release & client signoff phases.
* Mitigated defects by 15% by developing metrics to determine inefficiencies and areas for improvement across systems.
* Worked with Product Owners in configuring applications as per business requirements &transformed them into user stories.
* Well-versed with defect logging tool JIRA for defect management including defect logging, tracking, triaging and closure.
* Planned, facilitated, and reported on quality assurance testing efforts.
* Extensive experience in assisting demos, writing test scripts, Test plan, Test Scenarios, Test Cases on Jira(X-ray, Kanban boards & sprints)and analyzing Test Results.

**BUSINESS TRAINER/OPERATIONS ANALYST**

BEST BRAINS –AUG 2016- SEP 2019

* Deliver training sessions to members in adherence with calendars, manuals and training schedules.
* Contribute to the development and enhancement of training materials by providing feedback to leadership on activities and/or content as to relevance, success in the classroom and potential e-learning opportunities.
* Build relationships that allow for on-going collaborative interactions that help identify learning gaps and potential solutions.
* Support training budget objectives by controlling costs and recommending improvements.
* Liaison to translate business requirements and needs thru development and implementation of day to day operational issues.

**ADMINISTRATIVE ASSISTANT (volunteer)**

HEARTFULNESS INSTITUE - DEC2013–JUL 2016

* Managed MRM database including troubleshooting, maintenance, updates, and report generation.
* Retained Clients to build brand awareness and generate leads while managing internal and external marketing programs.
* Collaborated with senior event planner to coordinate International events and was in charge of Photography and videography for the events.
* Coordinated innovative strategies to accomplish sales objectives and boost long-term profitability.
* Supervised all marketing & planning activities for books/DVD/USB and victuals sales.
* Implemented strategies which resulted in 10% growth of member base.

**PROCESS SUPERVISOR/ANALYST – RISK MITIGATION**

DEUTSCHE BANK OPERATIONS INTERNATIONAL –Jun 2009- Jun 2013

* Led Status meetings & coordinated all the project stakeholders on deliverables.
* Revised bug reporting algorithm to maximize efficiency, achieving savings of time & money up to 10-20% per transaction.
* As a part of analysisdeveloped process mapping of current and future business processesby generating reports& dashboards.
* Interviewed business clients to analyze their business requirements and recommend and design technological improvements to their business processes and operational procedures.
* Provided support to branches by solving problems and answering risk related questions exhibiting superior service.
* Improved timeframes for more than 50% of transactions by providing support to international branches by solving problems &successfully maintaining change management processfor every single branch.
* Created presentations in concise & well-researched manner on evolving procedures by collaborating with theproduct owners.
* Monitored daily/weekly performances of US, UK, Italy, APAC transactions & detected potential risk factors to report to higher management, prevented loss exceeding $4 million.
* Awarded ‘Best employer’ for initiating a new process therebyreducing fraudulent transactions by 80%

**QUALITY ANALYST**

ING VYSYA BANK LTD (KOTAK MAHINDRA BANK) - Jan 2009 – Jun 2009

* Responsible for International trade operations, performing qualitative and risk analysis of documents and preparing discrepancy reports for international customers adhering to Compliance Principles and Regulatory Sanctions.
* Performed and managed daily/weekly/monthly reporting duties accurately and timely for the Forex business.
* Applied advanced sampling & data analytic techniques to help with strategic initiatives, roadmaps & process models to analyze and highlight fraudulent transactions that were non-compliant with international laws and regulations.
* Conducted internal review for the key process & assisted the internal audit team and in the preparation of appraisal reports for team members.

**DOCUMENTATION SPECIALIST**

ABN-AMRO BANK (ROYAL BANK OF SCOTLAND) –Sep 2005 – Sep 2008

* Quality analysis of Trade Documents as per Uniform Customs and Practice for Documentary Credits (UCP 500 & UCP 600) and International Standard Banking Practice (ISBP former and latest versions).
* Prepared quality assurance & discrepancy reports for international trade transactions.
* Adhered to Compliance Principles and Regulatory Sanctions involved in Trade transactions and prepared reports on daily basis for reconciliation purpose.
* Manually performed complex non-automated benefit calculations requiring plan knowledge, analysis, and interpretation to multiple transactions consequently prevented the risk of a loss up to $100 million.
* Created user manuals for underwriting systems and trained employees on upcoming system releases and enhancements.

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| **CERTIFICATIONS & EDUCATION** |

* Certified Salesforce Administrator
* Graduated from BankWork$ program – specialized course on US banking practices and procedures.
* Certified Documentary Credit Specialist (**CDCS**) from IFS School of Finance endorsed by the International Chamber of Commerce (ICC).
* Certified Know Your Customer & Anti-Money Laundering (**KYC and AML**) &Certified Trade Finance (**CTF**) specialist from Indian Institute of Banking and Finance.
* Master of Business Administration (**MBA** -HR & MARKETING) - M.O.P Vaishnav College.
* Bachelor of Science (**Statistics** with Computer Science) - Sri Sarada College.