Manish Sharma

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Mid / Senior Level assignments in Operations / Administration / Finance / People Manager / Customer Relationship Management / Personnel Management with an organization of repute.

Companies worked with: **HSBC** (Operations), **Bank of America**, **Infosys** (Operations), **Wipro** (Banking Back-office) and **Accenture** (Client - Google Operations & Floor Management) & **United Healthcare Group (UHG)**

Domain Worked & Expertise: Senior Administration manager / Office Operations / People Management, Team / Client Management, Customer Service Operations, day to day Centre management

CAREER ABSTRACT

- A dynamic professional **(PGDBA/MBA in Finance-HR and Business Administration)** with 10+ years of rich experience in General Administration /Office Operations management, Client and Service operations domain.
- United Health Group **(2019 till November 2024, initially on contract with ITC Infotech and then payrolls of UHG-Optum Health and Technology USA company Branches Hyderabad and Bangalore)** – As Customer Relations and then HR Operations and administration Lead, Floor Operations Management, People management, Finance management along with client management and day to day operations of various department. Paper work, documentation, employee records, hiring, retention performance appraisal.
- Was working with **Accenture (2016 to 2019) Hyderabad** as Business Operations Senior Analyst (Team management & Administration management role). Was working for client **Google**. Ensuring day to day floor operations and team management to deliver as per client SLA (service level agreement) On Quality, Productivity and Turn around time. Team motivation, client coordination along with risk, compliance and Business continuity planning.
- Prior to Accenture have worked for Indecomm Global Services as Lead consultant and have been to client location for Process training (new Finance & Accounting based tool for Centralization of activities) from KPMG at **(Los Angeles, California, USA) between June 21st to August 2nd 2014.** Supported the process operations from India location which was a central point for Asia region related queries.
- Deft in handling overall functioning of processes & implementing processes in line with the company's policies on Quality, Risk Analysis and compliance related policies.
- Adroit in understanding client requirements, eliminating unnecessary procedures & accordingly fine-tuning the policies as per the new guidelines. Have subject matter expertise in Banking/Finance/Accounts processes.
- Proficient in managing & leading team for running successful Process operations & experience of developing procedures, service standards for business excellence.
- Knowledge of business process analysis & design, domain & technology expertise with strong integration skills.
- Possess excellent interpersonal, communication & organizational skills with proven abilities in team management, customer relationship management & effective crisis management and have successfully completed the mandatory BCP (Business continuity planning) test as per the given timelines.
- BPM (Business Process Management) adherence for the process, by updating the BPM tracker on a regular basis in accordance with the BPM requirement for the process.

PROFICIENCY FORTE

Process Management & Driving Quality Initiatives

- Overseeing the transitioning of processes in adherence with the client's requirements; ensuring uniformity in the process understanding at the client's and the organization's end.
- Representing the process before the higher level management and the client.
- Identifying the gaps & training while on job after their communication & technical trainings.
- Have taken up various Six Sigma projects, which have resulted in cost benefit for the clients.

Operations Management

- Framing work direction and plan for the associates after thorough assessment of their capabilities.
- Preparing & presenting various monthly MIS reports pertaining to process productivity/Quality/Performance.
- Setting out quality standards for various operational areas, ensuring a high-quality customer experience while adhering to the SLAs for their services.

Customer Relationship Management

- Mapping client's, identifying improvement areas & implementing measures to maximize satisfaction levels.
- Ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels.

- Attending conference calls related to staffing, productivity, strategy and status on SLA's monthly business review to update on performance, service quality results, target status, audit results and action plan for the next month.

Team Management

- Overseeing the internal growth & providing the career path for each of the direct reports after mapping their needs.
- Managing manpower planning, recruitment, selection, induction, performance appraisal, training, etc.
- Leading, mentoring & monitoring the performance of direct reports in order to ensure efficiency in process operations and meeting of individual & group targets.

OCCUPATIONAL CONTOUR

United Health Group (2019 till date) AT Hyderabad and Bangalore Branches: working as Manager Operations for Claims and Enrollment Billing of clients for US Healthcare process. Team management role, included day to day floor operations management, Risk Compliance management, client and escalation management, along with attrition management and conducting process appraisals and ensuring rewards and recognition for deserving team members. During the peak enrollment period managing high volume of work ensuring tasks are delivered on time as per SLA.

Accenture Solutions Pvt Ltd (Hyderabad): (2016 to Jan 2019) : As operations and administration lead use to manage day to day operations of the floor. Working for client **Google** into AdWords and Digital marketing domain. Ensuring metrics are delivered as per client expectations and service level agreement. Driving operations and hiring as per Accenture operational excellence module, while meeting and exceeding the process metrics, driving ideas generation for process improvement and ensuring employee retention along with rewards recognition, Compliance and Risk Management. Awarded Best lead award for 1st quarter 2018 and Encore Award for employee retention on attrition management category for Q4 2018

Indecomm Global Services - Lead Consultant (2014 to 2015): Took part in process training at USA (Los Angeles) and the location of work was at Bangalore. Client Sony Corporation, process was primarily supporting the Trintech ERP Accounting/Finance application, in order to streamline the month end accounts closing activities for Asia-pacific region. Responsibilities included team management, client liaising and day to day floor operations, taking six sigma initiatives, including meeting process improvement, productivity and quality targets for month/quarter/yearly.

Wipro's client: Barclays Bank PLC (Investment Banking division) as Team Manager Operations and administration (2011 to 2013): Process 1). Client On boarding process – KYC and 2nd process into Mortgage lending.

- Was part of Compliance and KYC (Know your customer) division at Barclay's Bank's Investment Banking division.
- Process involved setting up of trading accounts for the counterparties/clients after ensuring all the statutory, legal and compliance related requirements are met.
- Leading a team of SME's/Associates and managing the day-to-day floor operations. Ensuring client SLA's (Service level agreement) on accuracy and productivity targets are met and exceeded.

2nd Client at Wipro: Mortgage servicing client.

- The process is under Wipro's BFSI (Banking, Financial services and Insurance) vertical.
- In the field of Mortgage Servicing working for various third-party clients of the bank which includes USA major banks like (Morgan Stanley, Bank of America, and Wells Fargo).
- Primarily the process is into (A). Payment Processing and preparing various reports. (B). Preparing various reports under Investor reporting and Investor accounting queues which are reconciled either bi-monthly or by the end of every month.
- Handling day to day Process Operations/Client liaison including SMEs and floor supervisors.

Since Feb'08 to July 2011 with Bank of America BA Continuum Solutions Pvt. Ltd. as Team Leader Operations:

- Was part of newly migrated process – **Financial Statement Spreading process - LaSalle** Statement spreading. This process is a part of Global Credit and Investment banking **GCIB** division at BOA. Financial statement spreading involved generating a credit rating for our branches in order to grant loans to various Corporate in U.S.A.
- Leading a team of associates and the process involved preparing the initial reports, process trainings, access related issues, quality assurance, etc.

- Meeting all the SLAs for processes with 100% accuracy from the initial Soft live phase to the Production Phase and maintaining good LOB (Line of Business) / Client Relations.
- Contributing to excellent VOP (Voice of partner) scores and feedback.
- Handling the process and daily operations entailing team and process management in the Credit Services - Indexing Operations process (The second queue under GCIB – Global Credit and Investment Banking).
- Recruiting associates for the process as and when depending on process requirement.

The Attainments:

- Actively involved in the following:
    - First Process with Bank of America: **Credit Services (Financial Statement Spreading):**
        - The team receives historical in the form of financials both Profit and Loss statement along with the Balance sheet of the client for the past 4 to 5 years.
        - The same statements are further spread on a software called as moody's analyst.
        - The purpose of spreading was to generate a rating for the client.
        - This rating helped the analyst back at the Stateside (U.S.A) to decide whether the loan can be granted to the corporate/company based on their credit rating.
    - Second Process with Bank of America: Credit Services (Indexing Operations process under **Loan Documentation and control department**).
        - **G**lobal **B**anking **S**olutions (GBS) – Under Credit Services team the Indexing Operations team Indexes credit and collateral loan documents in a system called as Virtual Vault.
        - Virtual Vault forms the repository for all the past and present customer records with Bank.
        - Indexing team as a part of other sub processes performs a vital part in the completion of end to end loan cycle process.
        - The team ensures that the necessary loan documents are sourced and further delivered to the respective departments / sub-processes in order to ensure timely release of loan documents (Credit and Collaterals) back to the customers.
- Honoured with the following:
    - Bronze Award for exceeding client expectations on SLAs in the last quarter of 2010.
    - PAR (Process accuracy review) Certified in 2010.
    - BPM (**Business Process Management**) Ranger Certified in 2010.
    - Received Best People Leader for the Quarter award in Dec'09.
    - Successfully coordinated and completed the annual BCP (Business Continuity Planning) test for the process as per laid timelines.
- Part of **Six Sigma Green Belt project** which focused on streamlining the overall quality and productivity and make further value addition. The end result was achieved and the project resulted in improvement in overall productivity quality of the process and thereby doing away with all the non value add activities.
- Lead the migration of the new process and ensured successful process stabilisation in the required time frame - FSS (Financial Statement Spreading) LaSalle Process during 2008.
- Received Best team of the quarter award during Q3 2010 and Bronze award for maintaining 0% attrition in the team for 22 months consistently during 2009.

Apr'06 – Dec'07 with Infosys: Client Bank of New York Mellon Capital as Team Leader Operations and Administration

- Lead a team of 18 Associates.
- Responsibilities involved keeping track of quality performance, providing training wherever required, maintaining team leave records, annual performance appraisals and ensuring SLAs are met.
- Prepare and maintain MIS Reports for the team, taking escalation calls and reporting to Senior Leadership team.
- Rendered support to Administration and Finance departments for the smooth functioning of daily operations.

The Attainments:

- Part of the Client Bank of New York (Now BNY Mellon Capital) process:
    - Worked for the client Bank of New York (now BNYMellon capital after the merger), Under Banking and capital markets vertical at Infosys.
    - Ensured meeting of daily SLA's (Service level agreement) as agreed with client. Along with team handling was required to ensure that daily productivity targets are met.
    - The process involved **reconciliation** of units (investments) made by clients (across Europe & UK region) on a monthly basis.
    - Liaised with Fund Managers across UK & Europe region in order to confirm net holdings of the client at every month end.

- Conducting daily team huddles, monthly one to one meetings/sessions with executives and conducting half yearly and annual team appraisals.

- Received the Best Performer Award in 2007.
- Completed six sigma yellow belt certification.
- Got an opportunity to stabilize a new queue/process within Bank of New York Mellon capital. Due to good turnaround time and higher productivity, we had received additional work from the clients in the form of small projects. This also resulted in hiring of new FTE's (8 Full time employees) and that led to increase in the team size and additional business from the clients.

July 2000 To September 2005 (5.2 years) with HSBC Bank's Data Processing Centre (for United Kingdom) as Executive in Customer Service Department. Voice and Non-Voice (At Hyderabad)

- Supporting branch operations at HSBC bank (UK) and co-ordinating with branch staff in order to resolve daily queries.
- Managed the processing transactions along with the team.
- Worked for different Retail Banking back-office Processes within HSBC Bank and was associated with below **4 processes.**
    - **New account opening**: Opening accounts for UK customers.
    - **Pre-Authorized Payments**: Setting up direct debit instructions and third-party payments on behalf of customers. Payments involved monthly loan repayments and payments for different utility bills.
    - **Credit Management Queue**: Approval of Cheques issued by customers based on customers past bank records/credit history and behavioural scores. Setting limits on the account and chasing for debts under CDRU (Central debt recovery unit).
    - **Mortgage Service Centre**, both data and High Voice based process. Was associated with the Customer Services department of the Mortgage Service Centre.
    - Online collection of payments to pay-off the mortgage in full/partial. Notify customers and solicitors about the loan repayment status.
    - Reversal of charges and interest on account wherever necessary and informing Solicitors about early repayment fee / charges on the loan.
- Served as a part of process remigration to new locations (additional centres), as a part of business continuity planning (BCP).
- Streamlined the transition and implementation of the process documentation, optimization of knowledge transfer and its absorption for a specified domain.

SCHOLASTICS

- Post Graduate Diploma in Business Administration PGDBA **(MBA Finance and Business Administration)** from Symbiosis University Pune.
- B.Com. from Osmania University, Hyderabad, Andhra Pradesh in 2000.

Others:

- Certified trainer for Process Training (Subject matter expertise in Banking/Finance processes).
- Certified on ongoing **Internal Audit** along with Annual Risk/Compliance and Governance reviews.
- Completed various leadership and Quality trainings and have worked at **HSBC**, **Bank of America** and **Infosys.** Have obtained training at Infosys Leadership institute (Mysore). Have successfully completed the **Six Sigma Green Belt** training at Wipro and was part of a Green Belt implementation project at Bank of America, along with Lean Certification.

IT SKILLS

- Conversant with Computer Operations entailing Windows and Microsoft Office and Have worked on SharePoint.

- Current Location : Hyderabad (West Marredpally, Secunderabad) Telangana
- Marital Status : Married
- Date of Birth : 03rd June 1978
- Languages Known : English, Hindi, Telugu and Marathi
- Passport Details : Valid till 2029