

CAREER SUMMARY

- Advanced experience of 15+yrs in Operations & Administration, Banking, Finance, and Business Development.
- Expertise in Organizational development, Team Leading & Building, Relationship Management.
- Five plus years of experience in HR, ITES Industry.

SKILLS & STRENGTHS

- Strong interpersonal skills & leadership skills with the ability to influence others.
- Highly motivated individual with the ability to work on multiple tasks independently and as part of a team.
- Possess good knowledge on Management & Heading a Team, Department, Branch in an organization.
- Results oriented and highly organized with attention to detail.
- Creative and able to think outside the box, good analytical, Innovative, situation handling ability.
- Ability to run entire process from opening relationship to selling & negotiating complex terms / contracts.
- Proven experience working with technology teams to develop and launch new internal and external functionality.

AREAS OF SPECIALITY

- Banking
- Customer Relationship
- People Management
- ITES
- Finance
- General Administration

EMPLOYMENT HISTORY

From	To	Company name	Job Description
Feb 2014	July 2018	AARGEE Staffing Services Pvt., Ltd. (Deputed to TCS - BLR)	- Technical Support Manager – Technical support to the entire Mysore District Election Department. Client - Chief Electoral Officer Karnataka. Project Location - Mysuru
July 2011	Jan 2014	Brigade Software Inc	- Business Operations Manager – Administration, Finance, HR, Business Development & Client Relationship.
Jan 2011	Feb 2011	CMC Ltd., Bangalore	- Customer Service Manager (Passport Seva Kendra-2 Bangalore) – Centre Operations and Customer Care.
July 2009	July 2010	Kotak Mahindra Bank Ltd.,	- Branch Operations Manager / Backup Branch Head Responsible – Operations & Sales.
May 2008	July 2009	Brigade Software Inc	- Business Associate - Business Development - Client Relationship, Admin, HR, & Finance.
Feb 2006	Feb 2008	AXIS Bank Ltd.,	- Branch Sales Manager – Heading and responsible for the sales of the entire Mysore branch
July 2004	Feb 2006	HDFC Bank Ltd.,	- Branch Operations Manager / Backup Branch Head Responsible – Branch Operations & Sales.
Nov 2000	July 2004	ICICI Bank Ltd.,	- Executive – Branch Banking Operations and Sales
Feb 2000	Oct 2000	Global Trust Bank Ltd.,	- Executive - Depository Operation

EDUCATION QUALIFICATIONS

- **Bachelor in Commerce**, from University of Mysore, – 1997

PERSONAL DETAILS

Date of Birth : 02nd June 1975
 Contact Details : 98456-51717 (Mobile) 0821-2516812 (Resi) **anilmys75@gmail.com** (Email)
 Address : No.16, Prakruthi, Mahajana High School Road, 3rd Block, Jayalakshmpuram, Mysore - 570012. Karnataka, India.

REFERENCE

References are available on request.

AARGEE Staffing Services Pvt., Ltd.- Feb 2014 to July 2018 – Technical Support Manager

Posted to Mysore District Election Dept., **Under Client** of Chief Electoral Officer Karnataka.

IMPACT Infotech	1 st February - 2014	31 st August - 2014
CMC Limited	1 st September - 2014	30 th September - 2015
TCS Limited	1 st October-2015	31 st December - 2016
AARGEE Staffing Services Pvt., Ltd.	1 st January - 2017	31 st July - 2018

ROLL Related

1. Monitor the Data Entry of Application Forms (Form 6,7,8, & 8A)
2. Monitoring of Internet Application Terminals (Form 6i,7i,8i, & 8Ai)
3. Monitoring of AERO Approvals and ensuring correctness
4. Responsible for Clean Rolls – Monitoring De-Duplication all other errors found in the Roll and Interacting with the ERO/AERO's for the actions taken by the Officials on Duplicates and Errors.
5. Digital Signature Card - Registrations , Extension of signatures validity, Training and resolving card issues
6. Assisting ERO/AERO's for system issues and Online citizen complaints.
7. Responsible for entering and updating all MIS report on CEO and ECI portals
8. Monitoring of dashboards - on daily basis ensuring all the queue is entered, approved and cleared

ELECTION Related

1. Assisting in Affidavit filing by the Candidates - training to the ERO's on the affidavits software
2. Expense related entering software - assisting ERO's
3. Poll Day Monitoring Software - training and assisting
4. Poll Day - Live Web streaming
5. Counting Day - Assisting DEO and ERO's on entering the counting details.

Brigade Software Inc., – July 2011 to Jan 2014 - Business Operations Manager

Administration, Finance & HR, Client Relationship, Business Development.

Brigade is a US-based Company focused on providing software engineering services in mobility and cloud computing. Services range from technical staffing to executing the complete SDLC.

Roles & Responsibilities

1. Develop, communicate and drive Service Improvement Plans to maintain an environment of continuous improvement with a focus on rapid growth, quality, and cost efficiency.
2. Drive the team to continuously metric-driven process improvement, including defining new metrics where appropriate.
3. Drive operational aspects of incident management, ensuring SLA's for time, quality, and customer satisfaction are met.
4. Interacts with customers and executive management using written and spoken communication, provide current status on major outages affecting the business or revenue.
5. Command and Control Moderator during Critical Situations and broadly impacting events.
6. Quickly understand and implement new tool / process requirements and drive the further enhance efficiency and service excellence.
7. Identify and provide quality reporting to management and customers on major issues.
8. Review and update operational policies and procedures to optimize operational efficiency.
9. Act as a single point of escalation and problem resolution, ensure that all break / fix issues are resolved in a timely manner or escalated to the appropriate group.
10. Push Delivery teams to clear profiles against open demands.
11. Liaising with other functions like Talent Acquisition, Sales, Client Solutions, Practice teams to ensure complete visibility of orders & to share inputs on Customer requirements.
12. Work on Sales call, to update on Demand fulfillment & get a view on new requirements for planning & strategizing fulfillment process.
13. Closely involved in planning for requirements quarter on quarter, to ensure smooth flow of process & approvals.
14. Conducting reviews with Team members to share updates on demands & to overcome any bottlenecks in fulfillment.
15. Ensuring demands are met at right cost & quality by reviewing the team members on fulfillment on a weekly basis.
16. Closely involved in planning & execution of new deals.

17. Closely interacting with Onshore Talent Acquisition & Sales team to ensure Time & Material demands are met faster which helps in better revenue generation.
18. Assisting in the preparation of Payroll Related activities, the finalization of the accounts.
19. Adhere to various Taxation and Statutory Compliance.

CMC Ltd., A TATA Enterprise – Jan 2011 to Feb 2011 – Customer Service Manager

Centre handling, customer service, cash handling, Centre's day to day activities, team handling, team mentorship, team motivation

1. Responsible for operations and overall service at the Passport Seva Kendra
 2. Manage a team of CSEs and ensure excellent service delivery
 3. Report to Regional Head of Business Operations
 4. Responsible for Business Process compliances.
 5. Co-ordinate/ Engage with MEA staff deployed at Passport Seva Kendra
 6. Responsible for P & L of the Passport Seva Kendra.
 7. Management of costs and cost controlling at the Centre.
 8. Responsible for all financial compliances / funds management and admin / NON IT functions.
 9. Obtain feedback of customers for service improvement
 10. Handle Third Party / External Audits.
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KOTAK Mahindra Bank Ltd., - July 2009 to July 2010 - Branch Operations Manager

Responsible for Branch Operations & taking Independent Operational Decisions, Customer services, Accountable for smooth functioning of Branch, Teller, SO desk, LCC desks.

Responsibilities

1. Authorise - Teller, Service Officer, LCC, and ATM transactions.
 2. Review of critical functions handled by Teller and Service Officers.
 3. ATM / Vault / Locker Custodian.
 4. Foreign exchange - Travelers Check, Currency, Drafts, Remittances, & Trade services.
 5. Checking AOF's, Reports, Monitor suspense accounts and Maintain Registers & Records.
 6. Timely submission of required reports and Monthly surprise verification reports to compliance team.
 7. Branch administration and Ensure branch merchandise as per policy.
 8. Lobby management, neat SO desks / Teller area and Manage traffic at the teller.
 9. Ensure stationery is stocked at branch and (ATM's both on-site and off-site ATM's).
 10. Optimal usage of Branch & ATM locations to Sell the Bank's and Third Party Products.
 11. Resolution of problems - operations related, associated with ATM's within given TAT.
 12. Monitor and review all parameters of banks service quality related to SO Desks (Complaints, Deliverables, TAT) and Teller area (Teller productivity, weeding out, Average cash holding, ATM usage).
 13. Ensure service Excellency to enhance existing portfolio, control retention & better cross sell.
 14. Work towards achievement of individual targets & Contribute to achieving the Branch targets.
 15. Motivate branch staff towards cross sell products, Contribute to branch incremental value targets.
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Brigade Software Inc., – May 2008 to July 2009 - Business Associate

Business Development, Client Relationship, Admin, HR, and Finance.

Brigade software Inc., - US-based Startup Company focused on providing high end CRM, Salesforce - On Demand software development services - SaaS and Staffing & consulting services.

Job Role :

1. Responsible of handling day-to-day operations of a fast growing technology services company
 2. Drive revenue and demand creation through partners
 3. Responsible for business development and strategic relationships. Develop go-to-market plans.
 4. Work with engineering teams to facilitate product and solution integration.
 5. Responsible for hiring of employees as the needs mandated and required.
 6. Understand the objectives, corporate culture, skill requirements and intangibles and provide a perfect match for all our clients' personal needs.
 7. Responsible for effective reporting to the board of the company.
 8. Preparation of Various accounting entries, MIS Reports
 9. Assisting in the preparation of Payroll Related activities, finalization of the accounts
 10. Adhere to various Taxation and Statutory Compliance.
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AXIS Bank Ltd., - Feb 2006 to Feb 2008 - Branch Sales Manager

Responsible for achieving sales Target, Accountable for error free, smooth functioning of the Branch, & customer services.

Responsibilities

1. Achievement of individual targets & Manage, Contribute to achieving the Branch targets.
 2. Achievement of Branch & individual targets on cross sell products –Insurance, Mutual funds, Asset products.
 3. Contribute to branch incremental value targets across products by cross sell and ensuring better ticket size in the accounts opened by them.
 4. Monitor and review all parameters of banks service quality related Complaints, Deliverables.
 5. Ensure service Excellency to enhance existing portfolio, control retention and better cross sell.
 6. Responsible for handling complaint & resolving the same - within given TAT.
 7. Ensure branch merchandise as per policy and branch administration.
 8. Lobby management and Teller area and Manage traffic at teller.
 9. Ensure stationery (cash deposit slips/DD-MC application forms/ATM envelops) stocked at branch & ATM's
 10. Identify areas of controllable costs and keep them at minimum.
 11. Disseminate product information.
 12. Submission of reports / information as and when required.
 13. Liaison with external customers, audit, IT, Product development group.
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HDFC Bank Ltd., - July 2004 to Feb 2006 - Branch Operations Manager

Responsible for Branch Operations & taking Independent Operational Decisions, Customer services, Accountable for smooth functioning of Branch, Teller, Personal Banker desks.

Responsibilities

1. Supervise & Monitor Personal Banker and contract staff in terms of productivity & other issues
 2. Resolution of customer queries /complaints
 3. Customer service to ensure walk in customers issues
 4. Branch administration, Lobby Management and Branch Merchandising
 5. Review Daily Accounts Opened, report and update SS cards with account number.
 6. Monitoring of dummy accounts, suspense accounts, deferred accounts, accounts payable/ receivable
 7. Generate business, cross sell and monitor cross sales of Personal Bankers
 8. Responsible for acquisition through direct sales to walk-in as well as referrals from walk-in customers
 9. Deepening of relationship with existing walk-in customers, through cross sell of all products and services
 10. Enhancing the value of existing accounts and Retention of the existing portfolio
 11. Branch Operations, Corporate salary processing and Audit Compliance
 12. Authorize Personal Banker transactions
 13. Cost Management and staff productivity
 14. Responsible for Cash and Customer transactions at the Teller counters
 15. Supervising all Non-Cash transactions like DD/MC, fund transfer etc
 16. Penetration of Saving Accounts on non liability customers
 17. Ensure quality customer service is delivered.
 18. Generate leads for Third Party Products to the customers
 19. Ensure that all tellers are adequately trained on the Products of the bank.
 20. Monitor Staff productivity & give guidance on improving the same in conjunction with the Branch Manager
 21. Reconciliation and maintenance of suspense accounts register as per the required format
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ICICI Bank Ltd., - Nov 2000 to July 2004 - OFFICER

HANDLED - FRONT OFFICE EXECUTIVE / BRANCH CASHIER / BRANCH CLEARING EXECUTIVE

1. **CUSTOMER SERVICES** - Accounts Opening, Quire Desk Handling, Deliverables Handing, Sales.
 2. **CROSS SELLING** – Pure Gold, GOI Bonds, ICICI Tax Saving Bonds, Credit Card, Mutual Funds, Insurance, Demat and Wed -Trade Account.
 3. **TRANSACTION PROCESSING** - Transfer Transaction, Issue of Demand Drafts & Pay Orders, Realisation & Lodging of Outward Cheque, Reconciliation of Office accounts, Opening & Renewal of Fixed Deposits, Recurring Deposits, Loan on Fixed Deposit Accounts. Handling Cash transactions as per Branch TAT, Issue of ATM cash. Branch Clearing activities – Lodging and tallying of Outward and Inward Cheque Transaction, Reconciliation of clearing house Account.
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GLOBAL TRUST Bank Ltd., - Feb 2000 to Oct 2000 – Jr. Executive

DP Operations - I was actively & mainly involved in the Depository Services – Demat and also assist the officers & executives in general banking activities and Marketing of Demat and Retail Banking products.
