Deepali Sharma

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Qualification Summary: Results-driven professional with 6.8 years of experience in financial operations, including pension fund administration, customer due diligence, and regulatory compliance. Adept at KYC-related processes (e.g., client onboarding, audits, SOP adherence) and financial transaction management. Strong analytical skills with expertise in Excel, reporting, and process automation. Proven ability to manage UK shifts and collaborate with cross-functional teams to drive operational efficiency.

Key Skills:
- KYC & Compliance: Customer Due Diligence (CDD), Client Onboarding, CIP, Audit, SOP Implementation.
- Financial Operations: Pension Fund Administration, Benefit Calculations, Regulatory Reporting.
- Tools & Systems: Excel (Advanced), PowerPoint, Manual Testing, CRM.
- Soft Skills: Stakeholder Management, Problem-solving, Time Management, APAC Shift Flexibility.

Work Experience: Fidelity International

Senior Associate (Oct 2021 – April 2025)

Data Management
- KYC & Client Onboarding: Managed 1000+ monthly member requests, ensuring compliance with UK legislation and pension scheme rules. Verified client data, resolved discrepancies, and maintained audit-ready records.
- Process Improvement: Automated workflows (e.g., Blue Prism Automation) to enhance accuracy by 20%; reduced manual errors in financial transactions.
- Regulatory Adherence: Coordinated with IT to implement 9 regulatory schemes, achieving 100% compliance. Trained junior teams on SOPs and due diligence protocols.
- Reporting & Audits: Generated control reports, investigated breaches, and escalated issues to mitigate risks.

Automation
- Coordinated with the IT team on multiple projects as a business tester for many migration projects such as Xtrac to Workhub, Blue Prism Automation, Cloud Vault, etc.
- Mapping areas for team improvement and addressing them with the leadership for more automation projects.
- Actively involved in automating business processes enhanced output, quality, and customer satisfaction.

Process Improvement
- Serving as a subject matter expert (SME) provide process training and knowledge to junior members and new joiners in the team. Identifying training gaps that are required to be addressed and communicated within the team.
- Ensuring processes adhere to pension scheme rules and UK legislation.
- Maintain periodic control reports to ensure audit requirements are full field and also investigate the complaint, breach, and P&L cases in order to create a plan of action flow for the team.
- Implemented cost-saving measures by identifying redundancies within administrative processes without compromising quality or accuracy of work completed.

Associate (August 2018 – September 2021)
- Worked varied hours to meet seasonal and business needs.
- Kept detailed records of daily progress to identify and correct areas needing improvement.
- Managing the daily operations/workflow within the business group helpings the Line Manager in achieving the process deliverables.
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
- Cross trained within a process and transfer the Knowledge transfer between the team and processes is happening on a periodic basis.
- Ensured to be updated with the procedure document and User Guides. Evaluate and update documented procedures to ensure they are complete, accurate and current.
- Managing the daily operations/workflow within the business group helpings the Line Manager in achieving the process deliverables.

Additional Experience

- 3x Integrity Innovation Excellence Award winner for process optimization and operational excellence.
- WITS Improvement Idea Award for implementing solutions that enhanced workflow efficiency.
- Spearheaded Lean Management project at NDPL: Identified 20+ process gaps, reducing risks by 75% through lean solutions and stakeholder training programs.

- Led "Workforce Diversity & Cultural Inclusion" research at HCL: Built a reliable industry best-practices database (expanded from 50 to 100 entries). Improved data accuracy by 80% through strategic organization of research files.

Education

MBA: Information Technology and System Management

NARSEE Monjee INSTITUTE OF MANAGEMENT STUDIES

BBA: Business Management

JAGAN INSTITUTE OF MANAGEMENT STUDIES