

SAHITYA MARUMAMULA

Senior Resolutions Specialist

PROFESSIONAL SUMMARY

BFSI operations professional with 6+ years of experience in customer service, AML/KYC, and banking operations.

Lean Six Sigma Green Belt (CSSC) certified, skilled in process improvement, waste reduction, and workflow optimization.

Experienced in analyzing operational processes, identifying inefficiencies, and driving measurable improvements. Passionate about operational excellence and enhancing customer experience

SOFTWARE

- PowerBI
- Excel

CERTIFICATIONS

Six Sigma Green Belt, CSSC, 09/2025

Automation For Bussiness from Starweaver - Coursera Certification, 10/2025

Data Driven Process improvement - University of Buffalo - Coursera Certification, 10/2025

Operational Excellence, LinkedInLearning (PMI aligned), 2025-04, 05/2025

Certification on Principles and Practices of Banking - DBF-IIBF, 2020-12, 12/2020

Certified in AML & KYC - IIBF, 2020-09, 09/2020

Certified Mutual Fund VA Distributor, AMFI-NISM, 2020-07, 07/2025

WORK HISTORY

SENIOR RESOLUTION SPECIALIST - III 12/2022 to Current

Goldman Sachs, Bengaluru, India

- Spearheaded onboarding training programs, enhancing team proficiency and reducing ramp-up time.
- Collaborated with leadership to identify workflow inefficiencies, implementing solutions that improved process efficiency.
- Revised Standard Operating Procedures (SOPs) to align with regulatory standards and operational best practices.
- Spearheaded dispute resolution and compliance support in US banking processes.
- Applied Lexis Nexis for screening clients against sanctions and adverse media.
- Handled escalations, ensuring compliance with client policies and regulatory standards.
- Conducted risk assessments and implemented contingency measures for operational resilience.

ASSISTANT MANAGER-SERVICE OFFICER 01/2021 to 12/2022

Kotak Mahindra Bank LTD, Visakhapatnam

- Managed daily branch operations, ensuring compliance with banking regulations and internal policies.
- Resolved customer escalations, enhancing satisfaction and loyalty.
- Led training initiatives for staff, promoting product knowledge and service excellence.
- Contributed to business growth by identifying sales opportunities during routine client interactions.
- Managed B2B onboarding & KYC verification for non-individual clients, ensuring compliance with RBI, UIDAI, CERSAI, NeSL, and CKYCR regulations.
- Conducted due diligence checks (CDD) and documentation reviews for high-value accounts.
- Collaborated with Risk & Compliance teams to address escalations and ensure adherence to KYC norms.
- Performed periodic reviews of client data to maintain updated risk profiles.
- Supported audit-readiness initiatives, maintaining zero audit observations.
- Ensured due diligence and regulatory compliance (RBI, UIDAI, CERSAI, NeSL, CKYCR) for onboarding of non-individual clients and maintained thorough documentation (physical and digital).
- Coordinated with internal teams (Risk, Audit, Compliance, Product, CBS) to ensure SOP and adherence; led initiatives to maintain zero audit observations and strong risk controls.

PROCESSING OFFICER 08/2018 to 09/2020

HDB Financial Services Pvt Ltd-HDFC Bank, Rajahmundry

- Managed CMS Clearing for corporate and retail clients.
- Processed requests for securities in Depository operations.
- Initiated loan disbursements for personal, home, two-wheeler, and LAP on Retail Asset operations.
- Executed onboarding for corporates and non-individual clients with FATCA/CRS checks, CRILIC validations, and CKYCR uploads.
- Performed due diligence and document verification for account opening and modifications.
- Strengthened compliance by building reporting frameworks to monitor KYC gaps.

TRAINING

- AI Tools & ChatGPT – One-day workshop by Be10x, completed on 2025-03-16
- AI-powered Power BI – One-day workshop by Office Master, completed on 2025-03-16

EDUCATION

Sri Adikavi Nannayya University, Rajahmundry, India

MBA, Finance And Marketing, 09/2021

- Successfully Completed Project on Working Capital Management In Bharat Sanchar Nigam Ltd (BSNL)
- GPA: 8.3 GPA/CGPA

Sri Padmavati Mahila Viswavidyalayam, Tirupathi, India

Bachelor of Engineering Technology, Electrical, Electronics And Communications Engineering, 05/2017

- Projects and Internships
- Air Calibre Assessment and Alertness: Developed a project focusing on assessing air quality and alertness using sensor technology.
- Voice Controlled Home Automation: Completed a minor project utilizing Arduino UNO to create a voice-activated home automation system.
- Internship at Bharat Sanchar Nigam Limited (BSNL): Successfully completed an internship focused on Telecom Technologies, gaining hands-on experience in the telecommunications sector.
- Graduation with Distinction, Final Grade: 71.02%
- GPA: 71.02%

Sri Chaitanya Junior College, Kovvuru, India

Intermediate, M.P.C, 04/2013

- Final Grade: 91.9%
- GPA: 91.9%

KVR Talent High School, Kovvuru, India

SSC, 03/2011

- Final Grade: 88.83%
- GPA: 88.83%