

NATASHA DAS

📞: +91-7093487475;
✉️: natashadas.86@gmail.com
✉️: Kolkata, West Bengal

FINANCIAL SERVICES PROFESSIONAL

Operations & Team Management • Process Management • Cross-functional Coordination • Client/Customer Relationship Management • Compliance & Risk • Regulatory Requirements • Transformation Management

PROFILE

- Dynamic & result oriented professional leveraging **11+ years** of extensive experience in the **Financial Services industry** experience ranging across **Banking, Contact Centre Operations, Compliance & Risk, Regulatory requirements & transformation management skills** managing the entire spectrum of Operations including **Service Excellence, Innovation, Customer Support, Quality Compliance & Team Management**
- Hands-on experience in managing **Operations Teams** along with **strong, strategic & transformation leadership skills** showcased through excellent performance management & people management skills through improved **employee morale and engagement**
- Demonstrated capabilities in **managing process verticals** with **strong background in implementing process improvements** and quality initiatives for desired performance levels
- Experience in setting up effective **Operational & Risk controls** by leading Comprehensive, focussed & risk-based reviews to ensure **process excellence**
- Extensive experience in formulating & implementing **Business Transformations & Innovation Strategies**, building robust processes
- Extensive experience in **Process Improvement Projects** based on **Operational Excellence** initiatives with respect to cost, resource deployment, recruitment, and quality compliance
- Acknowledged as an all-rounder intellect, attuned with the latest trends and techniques of the field, having **an inborn aptitude to educate, coach, mentor & train people** to enhance their capacity and capability
- Hold a high **Customer-centric approach**; skilled in listening & analysing customer issues and resolving the same on time, thereby developing and sustaining long-term relations

PROFESSIONAL EXPERIENCE

Wells Fargo India Pvt. Ltd.
Loan Documentation Associate Manager

Feb'23 to Jul'24

Key Result Areas:

- Leading a delivery team of 15+ professionals in the Commercial Banking space across Hyderabad & Bangalore locations, overseeing Self-Testing Quality assurance concentrating on Quality assurance aspects of Loan Documentation
- Led & spearheaded opportunities of process improvement & risk control development & escalating critical issues to higher management
- Working closely with stakeholders within the Operations area, making decisions and resolving issues related to resourcing, objectives and operations of functional areas to meet business objectives
- Evangelized & lead multiple Transformation Projects - UAT & implementation for cost saving benefits of \$70k and FTE save of 81-man hours
- Implement, optimize & improve staffing processes, ensure specialized functions meet regulatory guidelines in support of risk management and compliance
- Continually strategized and executed on an array of initiatives ranging from providing insights in budget & financial performance as well as manage allocation of people & financial resources for operations
- Understanding the risk profile and assessing regulatory processes for gaps and effectiveness & recommending corrective action for areas of concern thereby reducing the inherent risk by 70%
- Implementing and monitoring Objectives and Key Results within the organization to ensure operational efficiency and customer satisfaction are achieved
- Collaborating with cross-functional teams to identify and implement process improvements and cost-saving initiatives

Key Result Areas:

- Led a team of 10+ resources as part of DDD (Data, Documentation & Digitalization), supported clients across geographies with the account onboarding
- Ensuring regulatory & underwriting requirements are met
- Responsible for gathering cross-checking & updating required information for Investment Manager & Fund Onboard while ensuring that they are compliant with various regulatory requirements
- Clear understanding of the Onboarding life cycle. Multi-tasking & re-prioritize as time critical issues arise to manage multiple priorities with simultaneous deadlines
- Create SOPs/Job aids for the team while working collaboratively with other business units such as Onboarding, Regulatory, Credit, DBM etc. to ensure all required information is in place for a smooth onboard
- Spearheading end to end Operational and Total Customer Experience performance, Cost, People Engagement for the process
- Responsible for making sure all funds & their sleeves are covered under the respective Agreement & the amendments are in place
- Managing bulk requests of funds for Platinum clients as top priority that are due onboard in a short period of time
- Liaising with Field & Quality teams across regions for end-to-end customer experience, turnaround times, optimizing part requirement with right diagnostics, NPS & region priorities
- Steering efficiency projects and streamline processes to achieve stiff targets and deadlines across regions
- Focal point for region to manage any business escalations and responsible for country stakeholder management
- Imparting support for building talent & opportunities within the team through buddy programs, STAs and shadow roles
- Ensured strict adherence to contractual SLAs to ensure service delivery as per client expectations; exhibiting basic understanding of the risk and liability factors associated with process to ensure that performance does not lead to risks or liabilities for firm / client
- Applied broad understanding of the client business and key metrics to enhance effectiveness of process
- Delivered high quality services to support customer's business needs & achieved high customer satisfaction

Key Result Areas:

- Responsible to ensure smooth onboarding, transition or off-boarding (not Exit) of clients who wish to start, continue or end trading with the bank in the respective commodities of their choice
- Responsible for coordinating and driving forward the respective downstream functions like KYC, Credit, Legal and Account Opening requirements for G75 clients and non-G75 clients (Fixed Income, FX, Derivatives, Cash Equities)
- Thorough understanding of the regulatory environment and ensuring clients are compliant this includes, but not limited to, EMIR, Dodd-Frank and FATCA compliance
- As part of the IT operations teams Providing support to internal customers in the Asia Pacific region on Application, Hardware & Software related issues
- Live interaction with overseas customers, answer customer inquiries and provide customers with relevant account information
- Perform account transactions including opening accounts, and processing transfers, withdrawals and deposits

ACADEMIA

