



Varun Mehta

Asst.Vice President- Financial Crime Operations

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Asst. Vice President with over 16 years of experience in financial crime and transaction monitoring across global markets, including the US, UK, and India, driving business transformation through process automation, and implementing robust risk management frameworks, led major initiatives in business controls, improving operational efficiency, and fostering a culture of continuous improvement.

Key Highlights

- ④ Managed high-performing team of Senior Managers and managers in Business Controls
- ④ Identified & implemented process improvements and risk control strategies.
- ④ Led the Business Controls team in resolving complex operational issues
- ④ Developed & interpreted policies for business functions with high complexity
- ④ Collaborated with senior leadership & stakeholders to influence risk strategies
- ④ Allocated resources effectively to meet strategic objectives in risk management.
- ④ Fostered a culture of talent development within the Business Controls team.
- ④ Established a comprehensive risk management framework aligned with industry standards.
- ④ Conducted thorough risk assessments and developed mitigation strategies.
- ④ Oversaw compliance audits to ensure adherence to risk management policies.
- ④ Promote a culture of risk awareness.
- ④ Strategize for continuous improvement initiatives.

Profile Summary

- ④ **Team Lead :** Leading a team of 40+team members across Operations Controls
- ④ **Portfolio:** Managing heavily regulated US Consumer Banking and Retail portfolios across Banking Payment Research Operations, Fraud, KYC, Transaction Monitoring, Onboarding & Contact Centre
- ④ **Controls Testing:** Responsible for testing 500+ controls every quarter
- ④ **Tableau Reporting & Dashboard:** Responsible for Reporting & managing controls on Tableau
- ④ **Leadership:** Regular interaction with D's & MD's to support findings and help with executing desirable frameworks, strategies Coordinate & liaise with Barclays **Internal Audit (BIA), Compliance Assurance (CA), KPMG, EY** and other groups to support independent audits
- ④ **Issue & Event Tracking:** Manage the Publication, remediation tracking & closure of incidents, issues, and control gaps
- ④ **Assessing Risk:** Assessing risk, reviewing risk ratings, and identifying control deficiencies and liaising with business for quick short Term & Long term approach
- ④ **Process Improvement:** Identified and implemented opportunities for process improvement and risk control development, overseeing strategy and execution across all activities.
- ④ **Decision-Making:** Led the Business Controls team by making informed strategic decisions to resolve complex issues, ensuring identification and remediation of process weaknesses, ORAC, Issue Remediation, RICM, Risk Event etc
- ④ **Policy Development:** Interpreted and developed a comprehensive range of policies and procedures for business functions, effectively managing moderate to high complexity and risk.
- ④ **Cross-Functional Collaboration:** Collaborated with corporate heads, business leaders, legal teams, auditors, and regulators, influencing key stakeholders and driving alignment on risk management strategies.
- ④ **Resource Allocation:** Managed allocation of personnel and financial resources to meet commitments and align with strategic objectives in the Business Controls area.
- ④ **Control Automation:** Identify opportunities for control automation and contribute to business automation objective
- ④ **Talent Development:** Cultivated a culture of talent development within the Business Controls team, aligning training and growth opportunities with business objectives.
- ④ **Risk Management Framework:** Developed and implemented a robust risk management framework in line with industry best practices and regulatory requirements, enhancing organizational resilience, basis ORM & FRM
- ④ **Risk Assessments:** Conducted thorough risk assessments to identify potential risks and developed effective strategies for mitigation, monitoring key risk indicators.
- ④ **Compliance Audits:** Established and maintained processes and controls for managing operational, financial, and compliance risks, conducting regular audits to ensure adherence to risk management policies

Education

- 202 MBA from, Shubharti University
- 2012 Bachelor's Degree, Shubharti University

Core Competencies

- Strategic Project Management
- Data Science Leadership Predictive Modeling NLP
- Risk & Compliance Management
- Service Level Agreement(SLA)
- Management Robotic Process Automation (RPA)
- Cost Reduction(through Operational Efficiency & Automation)
- Large Team Leadership
- Stakeholder Engagement & Collaboration
- KYC & Transaction Monitoring
- Fraud Detection & Prevention
- Telephony Ops Management
- Data Driven Decision Making
- Contact Center
- Payments Operations Leadership
- KPI Monitoring and Reporting
- Large Team Leadership

Technical Skills

Leadership & Strategic Skills:

Change Management
Strategic Planning
Customer Experience (CX)

Risk Management &

Compliance:

Regulatory Compliance
Fraud Prevention & Cybersecurity
Risk Management Tools

Work Experience

April'09- Oct-09 | Dell International as Customer Service Advisor

Nov'09 -Till Date | Barclays Global Service Centre

Agent
2009-2013

Team Support
Specialist-Fraud
2013-2015

Manager Fraud
Operations
2015-2017

Manager
Disputes Ops.
2021-2023

AVP- Fin Crime
2023- Till Date

Key Result Areas across tenure:

- **Global Expansion Chief Controls Office** : Led the successful setup of **80+ FTEs** in Chennai, 50+ in Pune, driving operational growth across key regions.
- **Talent Development Partnerships**: Established strategic collaborations with **local and global institutions** to promote **female talent development** in middle management roles, demonstrating a strong commitment to **diversity and leadership development**.
- **Operational Excellence**: Executed **Lean Projects** to enhance operational efficiency, achieving **FTE reductions** and improving business metrics. Successfully implemented **Robotic Process Automation (RPA)** to streamline **Authorizations** and reduce FTEs
- **Generated \$3 million in additional revenue** by enhancing the customer journey and implementing new digital onboarding processes for corporate clients
- **Digital Project Leadership**: Spearheaded successful **digital projects** collaboration with the **UK Leadership team**, showcasing strong adaptability and proficiency in the digital landscape.
- Registered save of **\$5Mn** via RPA & Lean Methodology
- **Continuous Improvement & Governance**: Implemented key initiatives like **Digital Promotion** and **voice transfer reduction**, driving continuous improvement aligned with organizational goals.
- **Achieved a 9% call deflection rate using Natural Language Processing (NLP)**, resulting in annual savings of over \$1.2 million by reducing call volume and response times