

**Rupak Chakraborty****E-Mail:** y25rupak_chak@yahoo.co.in**Contact:** +91-8107991978, +91-9831291882, +91-33-24383112**LinkedIn:** XXX**Operations Management***An achievement-driven professional targeting assignment in **Investment, Branch Banking Operations & Financial Service******Operations** with a reputed organization****Location Preference: Global** (Preferably Kolkata, West Bengal)***Profile Summary**

- A goal-oriented professional with **nearly 7.5 years** of experience in **OTC Rates Derivate settlement and Derivate Documentation, Branch and Corporate Banking Operations, Customer Relationship Management, Team Leader and a Team Player**
- Currently working as an **Senior Analyst (Derivative Documentation)** with **Deutsche Bank**
- Expertise in Settlement, drafting, reviewing, & conducting verification of trade queues for different Derivative OTC Rates products
- Proficient in generating MIS reports on cheque returns, deliverables like cheque books, ATM Pins and welcome kits, petty expenditure of the branch that further gets audited by internal auditor on a quarterly basis
- Successfully ramped up the client satisfaction score through regularly interacting with clients and ensuring that queries and escalations were addressed on time
- Received the Best Employee of the Month Award in August 2014 and Spot Award in 2014
- Analytical, meticulous and quality-oriented professional with an eye for detail
- An effective communicator & organizer, motivator, team player and a decisive leader with the capability to motivate teams to excel & win

Core Competencies**Retail Branch Banking Operations
Compliance
MIS/ Report Generation****Client Relationship Management
Know Your Customer (KYC) Norms
Product Control****Complaints Resolution
Risk Management
Team Management****Organizational Experience****Deutsche Bank Operation, Jaipur Analyst (Derivative Documentation) Apr'13 – Present****Growth Path:** Senior Analyst (Derivative Documentation) Apr'16-Current

Analyst (Derivative Settlement)

Apr'13-Apr'16

Key Result Areas: (Derivative Documentation)

- Drafting, reviewing, & conducting verification of trade queues for different products like Interest Rate Swaps, Credit Default Swaps, Swaption, Straddles and Cross Currency Swaps as per International Swaps and Derivatives Association (ISDA) regulation and validation of daily trade feeds
- Ensure all the outstanding confirmations in drafting Q are chased on daily basis and escalate all the trades which are breaching EMIR and Doff Frank Timelines.
- Dispatch STP rate to be increased by 85%
- Accuracy of Drafting should be maintained at 97%
- Ensure there should not be any CCB while handling confirmations.
- Escalate all scenarios where bespoke language is added in confirmations.
- T1 dispatch rate to be improved by 91% .
- Identify atleast 1 opportunity for robotics implementation
- Coordinating and working closely with regional Legal Operations Department (that has the overall responsibility for ISDA Master Agreement Negotiation & Transactions), the business and other stakeholders
- Assisting and publishing daily/ weekly/ monthly MIS on time
- Ensuring timely resolution to the escalations for the Operations Groups and Middle Offices
- Understanding & fulfilling needs & requirements of internal & external clients
- Ensuring iCheck List is updated for all daily tasks
- Maintaining Green KRIs/ FED targets

- Reviewing legal agreements such as ISDA & CSA (International Swaps, Derivatives Association, Credit Support Annexure), Finance, F & O, Prime Brokerage Agreement and extracting legal & financial parameters from the legal agreements and indexing them within Bank systems
- Responsible for timely execution of trades and chasing counterparties for outstanding confirmations
- Liaising with traders & overseas middle offices for the confirmation of trades with counterparties
- Preparing & presenting derivative trade life cycle document to senior management; providing product and work flow training to junior trainees
- Improve Control Environment, Timely Escalation, Ownership & Quick Resolution of issues
- Follow Escalation Matrix/ Ensure timely Escalations and keep all stakeholders aware of the Issues in the process
- Adherence to KOP's (Including any Changes to the process) /Controls in day-to-day processing
- Ensure all exceptions are escalated to supervisors and managers on a timely basis.
- Ensure there are no key person dependencies in the process
- Adherence to EOD Checks & Controls in day to day processing and also Suggest Improvements to raise the bar

Key Result Areas:(Derivative Settlement)

- Managed customer service operations, ensured customer delight by achieving delivery & quality service
- Answered all incoming queries within time and maintained KPI & GPI
- Provided accurate manual pay advise to clients in timely manner; supported TM in revalidating cap model
- Identified incorrect pay advise payments and intimated same to TMs
- Guided initiatives involving process improvement ideas resulting in saving cost & save
- Maintained confidentiality by following Password Protection Policy for all the E-Mail attachments
- Adhered to 4 eye checks & control while sending manual pay advice to clients
- Participated in UAT testing, projects as per the business requirement
- Exhibited continuous engagement / collaborative efforts with support functions such as GTS, Static

Highlights:

- Established true passion for customer service by proactively finding ways to delight clients and going above and beyond; achieved 100% quality pay advice
- Received the Best Employee of the Month Award in August 2014
- Attained the Spot Award (2014)

Bajaj Capital, Jaipur

Manager (Operations)

Feb'11- Apr'12

Highlights:

- Managed & directed operations team to achieve business targets
- Maintained hundred percent login and issuance within the specified TAT all over the zone
- Maintained strict adherence on all Life/Non-Life renewal target as allotted by HO all over the zone
- Assisted team in maintaining zero error while updating critical & confidential business data in Wealth Maker
- Trained & conducted motivational programs to branch support executives as & when required
- Built relationship with principle Insurance company for proper functioning and timely collection of business MIS
- Co-ordinated with internal / external departments for smooth operations as per KYC norms
- Resolved grievances & request of clients, especially the high value clients
- Processed both life & non-life branch claims within specified TAT
- Developing & maintain incentive and salary structure for employees and escalating the same with management
- Coordinated with HO for any complex operational task
- Ensured smooth petty cash management for all the branches

IndusInd Bank, Dharmanagar, Tripura

Executive (Remittance)

Sep'10- Oct'10

Highlights:

- Accepted transfer requests, RTGS, NEFT from customers and processed the same as per timeline
- Attended all customer queries and provided resolution in a timely manner
- Performed inter-bank transfer request
- Completed cheque clearing process by processing all the activities
- Conducted re-filling & servicing of the branch ATM

- Acted as backup for the Teller or Cashier
- Established request for TD issuance, renewal, closure including deposit loans
- Managed savings bank a/c opening & documents reconciliation along with entry into the system

NJ Indiainvest Pvt. Ltd., Kolkata

Senior Executive (Operations)

Apr'08- Feb'09

Highlights:

- Identified issues with weak parameters and worked accordingly
- Provided administrative support to CRO's and assisted them in achieving targets
- Educated partners about KYC / E-Account and NJ India Online
- Updated new ideas for FundzTrax and overall system development
- Initiated promotion of an awareness campaign regarding KYC, NEFT, PAN & NJ E-account to all its clients through pamphlets, tele calling
- Recognized & appreciated for being the Best Zonal CRO among my other fellow colleagues working in the same position all over India

HDFC Bank Ltd., Kolkata

Corporate Sales Executive

Sep'07- Oct'07

Highlights:

- Achieved sales target assigned by the Sales Manager
- Managed banking operations and ensured customer satisfaction by maintaining delivery & service quality norms
- Worked on client feedback and escalations with the objective of improving upon services
- Assisted customers with documentation & application formalities and verified documents

Academic Details

2005	BBA (Finance) from Techno India, West Bengal University of Technology, Kolkata
2002	12 th from Guru Teg Bahadur Public School, Durgapur
2000	10 th from DAV Model School, Durgapur

Trainings

- CIT under the GNIIT Program from NIIT Camac Street, Kolkata (2006)
- Excel Programming & VBA from Analytics Professional Training Institute, Kolkata (2012)

Technical Skills

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| • OS: | Windows98, XP, MS Office |
| • Programming Language: | C, C++ |
| • Database: | Microsoft SQL Server 2000 |

Personal Details

Date of Birth:	18 th April 1981
Languages Known:	English, Bengali & Hindi
Address:	Block A, 2 nd Floor, Flat B1C1, Pabita Garden City, Kolkata-700104