

# ManmohanJha

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## PROFILE SUMMARY

- An achievement-driven professional offering over 8 years of experience in Operations, Quality, and Project Management in Banking and Financial Services (Commercial & Retail Banking) and Customer Service for fortune 500 companies across Geographies.
- Managing the Annual Business of Approx \$940,000
- Leading the team of highly motivated & dedicated 30 associates & 1 Team Lead.
- Delivered hands-on assistance to the Specialists in case of process related problems. Monitoring and feedback on the basis of Customer Satisfaction parameters lay down by the client

## CORE COMPETENCIES

- Retail Banking Operation
- Business Analyst
- Team Handling
- Asset Lending Operation
- Mortgage Lending
- Reports publishing
- Payroll Processing
- Commercial Lending

## ORGANISATIONAL EXPERIENCE

### Roles and Responsibilities:

- Supervising service delivery and overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize Client satisfaction and process realization
- Through knowledge of collection billing operations, official check reconciliation and Vendor reconciliation.
- Hands on experience in setup and maintenance of all the tools used in collection department .
- Performing dashboard reporting of project/process to stakeholders/LOB
- Conducting weekly process performance review, volume projection, RCA, CAPA, risk management and strategies initiative and also UAT and BCP testing
- Managing process implementation activities which includes resource allocation, progress tracking, monitoring change control process, testing & documentation and on-time delivery within budget constraints
- Developed and implemented measures for automating bulk time entry approval process and also implemented online hourly dashboard
- Played a key role in cleaning up process manuals and automating project management template
- Worked on staffing application which gave on-time information on resource availability, leave details and skill set information.

### Project Work:

**Project 1:- Green Belt Certified:-** A project based on standardization of process at the time of transition which helps to bring operational excellence culture vibrant and alive on the floor, right during the initial process start up.

**Project 2:-** Part of Green Belt Project as Quality Advisor based on Lean tool to improve the efficiency of Process.

**Target:-** To reduce the number of files which is on WOI (Waiting of Information from Banker) from 15% to 10% which is approximately 30 cases to 20 cases on daily basis.

### **Benefits:-**

- Reduce the WOI (Waiting of Information from Banker) cases.
- Reduce the Cycle time
- Increase in productivity
- Better Relationship with our clients as their customer Satisfaction increased.

**Project 3:- Project Name:** Attendance Review database

**Client:**Internal Project  
**Environment:** RPA (Blue Prism)  
**Team size:** 2

**Project Description:** Time attendance system with access control not only allows you to log in and out times of your employees, but also enables you to prevent unauthorized entries into your workplace. Attendance and leave management are connected to payroll, which is very important. A biometric attendance system connected with your HRM software, enables your team to reduce (and even eliminate) errors related to payroll processing. This process involves in calculating in and out timings of the employees based on their shifts and company rules and regulations. The process runs daily which calculates the total working time of the employee by removing any intervals in his daily schedule and any exceptions arising while calculating the total time of hours.

**Roles & Responsibilities during Project:**

- Involved in identifying the opportunities to automate manual tasks using Robotics Process Automation (RPA)
- Creating solution on process automation for different Business Applications (Browser based).
- Prepared Process Design Document (PDD) and Solution Design Document (SDD) for the workflow.
- Automated data transfers, including importing/exporting data between applications or files.
- Involved in designing, developing and implementation of Robotic process automation using Blue Prism.

**CORPORATE TRAININGS & ACHIEVEMENTS**

- Currently Associated with Genpact India from Jun-2012 to Till Date.
  - Level-4 Assistant Manager
  - Level-3 Management Trainee(Team Lead)
  - Level-2 Process Developer
  - Level-1 Process Associate
- Green Belt trained, tested and Certified
- 3 Bronze awards for Knowledge Ninja, Rising star & Discipline in Genpact.
- 2 Silver awards for Performer of the Quarter in Genpact.
- Trained in Banking Demystified, Loan Life Cycle, E-mail Writing Skills, Corporate Etiquettes, Goal Setting, Time Management, Basic & Advanced Excel.
- Lean Trained and Tested with "3 STAR".

**ACADEMIC DETAILS**

- MBA (Finance), IMT – CDL in 2016
- B.Com , Ram LalAnand College (DU) in 2012
- 12th from CBSE, Delhi in 2009
- 10th from CBSE, Delhi in 2007

**PERSONAL DETAILS**

Father's Name: Ram NathJha  
Date of Birth: 31<sup>st</sup> Mar 1991  
Languages Known: English and Hindi  
Address: Plot 85 Ground Floor, Medipally, 500098

**DECLARATION**

I hereby declare that all the information mentioned above is true to the best of my knowledge.

**Date:**

**Place:** Hyderabad

**(ManmohanJha)**