

**DHRITIMAN DAS**

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Mundhwa, Pune

**EXPERIENCE SUMMARY**

* I am having significant years of experience in Client support and service. Currently looking for better opportunities for career growth to explore my skills by providing value-added services to the organization.
* Strong experience in Handling team and been a first point of contact for clients escalations.
* Customer centric with having good exposure in customer support, Data Analysis and data management.
* Enthusiastic self-starter with capability to form and maintain positive and productive working relationships in internal, external and team environments.

**WORK EXPERIENCE DETAILS**

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| **Role/Designation** | **Lead – Technology 12th Mar 2022 – till date**  |
| **Company** | **Synechron, Pune** |
| **Responsibilities** | * Responsible for Customer support through client calls and Eagle panel Support.
* Data Management and Analysis of data for the client.
* Eagle panel troubleshooting and support.
* Leading team and first point of contact for the client escalations.
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| **Tools used** | Eagle System, Bloomberg, Service Now, Jira and MS Office |

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| **Role/Designation** | **Analyst - Data Management & Analysis 1st Feb 2016 – 11th Mar 2022**  |
| **Company** | **BNY Mellon, Pune** |
| **Responsibilities** | * Responsible for Customer support through client calls and Eagle panel Support.
* Data Management and Analysis of data for different clients/vendors.
* First point of contact for the client and vendor escalations along with regular audit.
* Experienced in new client migration, testing and documenting process documents.
* Mentoring and imparting process training to new team members.
* Daily assistance to Manager for managing daily tasks and maintaining employee MIS.
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| **Tools used** | Eagle Star & Pace System, Bloomberg, Service Now, Jira and MS Office |
| **Additional Delivery** |  Leading Employee Engagement Activities |

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| **Role/Designation** | **Business Process Lead**  **1st Oct 2013 – 3rd Nov 2015** |
| **Company** | **State Street Syntel Services Pvt. Ltd. and Syntel Pvt. Ltd, Pune** |
| **Project/Process** | Fund Accounting & Reconciliation   |
| **Responsibilities** | * Client daily support and service along with handling team of 6 members.
* Preparing daily MIS for production, errors and monthly management dash board, handling billing & revenue forecasting.
* Preparation & maintenance of SLA matrix, employee data, handling client escalation, audit, updating SOP, work allocation, conducting team meetings and employee performance reviews annually & monthly basis.
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| **Tools used** |  Citrix, Bloomberg, Aladdin and MS Office |
| **Additional Delivery** |  Leading Employee Engagement Activities |

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| **Company/Designation** | **Syntel Pvt. Ltd., Pune 1st Aug 2011 – 30th Sep 2013; Sr. Associate****State Street Syntel Services Pvt. Ltd 9th Apr 2007 – 31st Jul 2011; Associate**   |
| **Project/Process** | Bank & General Ledger ReconFund Accounting, Reconciliation & Claims (Multiple sub-processes) |
| **Responsibilities** | * Reconciliation of Cash Ledger accounts along with responsible for quality checks, preparing MIS & presentation, conducting monthly Client Call, creating & updating of SOP’s.
* Point of contact for client escalations, business delivery and audit.
* Regular assistance to TL in preparing daily MIS & imparting process training.
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| **Tools used** |  Citrix, MS Office, Euro-clear website, Bloomberg, JD Edwards Enterprise One |
| **Additional Delivery** | * Initiated, executed & designed vertical’s 1st Newsletter in Sept’13 (later used for pre-sales)
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**PROFESSIONAL REWARDS & RECOGNITIONS**

*BNY Mellon:*

* Received 5yrs completion trophy from BNY Mellon in Q1, 2021
* Received WOW Award for Accountability & Excellence for Q3, 2019

*Syntel Ltd:*

* Won Syntel Value Award for *“SMART Value”* for Q4, 2012 & Q4, 2011
* Won *“Titan of the Month”* for July 2012

*State Street Syntel Ltd:*

Received *“Certificate of Appreciation”* from SSB for long term successful contribution, in 2010

Won *"Performance Converge Award"* for Q1, 2009

**HOBBIES & INTERESTS**

Tech and Gadget Enthusiast, painting, gardening, cooking, movies and music.

**ACADEMICS & CERTIFICATIONS**

* **MBA** with dual specialization in Finance & Marketing from ICFAI National College, Amravati, CGPA-7.62, 2004-06
* **B.E** in Electronics & Telecommunications from Sipna’s COE&T, Amravati University, 62%, 1999-2003

**PERSONAL DETAILS**

**DOB :** 27th December 1981

**Sex :** Male

**Marital Status :** Married

**Nationality :** Indian

**Passport :** Available

**Languages known :** English, Hindi, Marathi, Bengali

**Current Address :** A4-704, Belcastel, Keshavnagar, Mundhwa, Pune- 411036 (M.H)

**Place:** Pune

**Date:** 22nd Mar 2022  **Dhritiman Das**