VIJAY KUMAR REDDY, KALLAM

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SUMMARY:

- Result oriented management executive with 6+ years of experience across **Customer Service** verticals, **Sales Operations**, **Project Management** and **Analytics**.
- Strong hands-on experience in managing different stages of business process life cycle including **Build, Operate and Transform**.
- Managed **client service teams of 200+ reports** as a service manager spread across **16 global centers.**
- Fine track record in Performance Management, Relationship Management (across all levels), Project Delivery and Pricing Negotiations.
- Working experience in sales operations to **cross sell, build sales strategies, sales programs** and acted as business partner with cross functional teams to generate sales.
- Adept in handling project management using **Confluence, Asana and JIRA**
- Aided the project PMs in drafting the project plan addressing different application dependencies & timelines.
- Specialized in Risk Management practices and strategies to mitigate risk on financial and E-commerce sectors.
- Adept in using **Lean methodologies and Six Sigma** tools for process improvements and to eliminate process wastages.
- Expertise in **SQL and PL/SQL,** wrote Joins, conditional statements, pivot, un-pivot and dynamic SQL queries.
- Technical and business knowledge of Compliance functions - Regulatory Compliance – **Anti-money Laundering (AML), Client Due Diligence (CDD) and Know Your Customer (KYC).**
- Adept in **Risk Management, Transaction analysis** and reporting, Credit risk exposure and operational risk events, familiar with **3 lines of Defense risk model**.
- Strong knowledge in Payment's process – payment systems **compliance**, real-time payments, person-to-person payments, disbursements, ACH transfers, wires, cross-border payments, crypto assets, and Fintech partnerships.
- Adept in financial knowledge/markets – exposure towards leveraged and non-leveraged trading: CFDs, spread bet**, Forex, Derivatives, ETFs, share markets, corporate actions, Custodian affairs, Share Demats and Remat.**

- Good knowledge on cap tables and strong fundamental knowledge on **authorized shares, Outstanding shares, unissued shares and share reversals for stock options.**
- Coaching and mentoring the team to be **resilient, Agile,** and highly functional to exceed the set **SLAs and KPIs through SMART/PACT** goals.
- Expertise in managing global operational service centers and cross language team ensuring seamless customer service – **CSAT and NPS**
- Excellent communication and presentation skills, data reporting using **Tableau, advanced Excel, and Miro Boards.**

Specialties: Financial Services, Operations Management, Quality management, Credit Analysis, Transaction risk management, Compliance reviews, Trading Services, Subject Matter Expert, Leveraged Trading, Trade Life cycle, Investment Banking, Portfolio Management, Process Improvement, SWIFT Messaging, Vendor Management, Budgeting, Project Management, Client management, People Management, Virtual team management, Workflow Management, Emotional Intelligence, Onsite-Offshore Management, SQL, Kaizen, Lean, Strategic planning, and Strategic change management.

TECHNICAL SKILLS:

Office Tools	Sharepoint, OneNote, Excel, Powerpoint, Outlook, Word, Visio, Microsoft project, Workplace Analytics, Yammer, Miro Board
Business Tools	Enghouse Interactive, Avaya, Workday, HireVue, Tableau, TeleOpti(WFM)
Project Management Tools	JIRA, Confluence, Asana, Six Sigma
Database & CRM	Salesforce, ServiceNow, Oracle DBS, PL/SQL, NetSuite, Guru, Microsoft Dynamics
Operating Systems	Windows, iOS

EDUCATION:

- Master of Science in Business Analytics from TRINE University, Arizona
  - Major – Business Analytics, Statistics and Quantitative methods
- Master of Business Administration from Bangalore university
  - Major 1 – Finance
  - Major 2 – Marketing

WORK EXPERIENCE:

Amazon.com, Inc **September 2021- Present**

Risk Manager

Amazon has built a reputation for excellence with recent examples of being named the #1 most trusted co mpany for customers. To deliver on this reputation for trust the Selling Partner Trust and Risk team is task ed with identifying and preventing abuse for our customers and brand owners worldwide. The Selling Part ner Trust and Risk team designs and implements policies, tools, and technology innovations to protect cus tomers. Risk Manager is to manage critical and high impact global events and ensure that customers make great purchase decisions and that brand owners and selling partners using Amazon are successful listing a nd selling their products.

Roles & Responsibilities:

- Delivering results and providing input to **improve program strategies** and process improvements .
- Lead and support teams in responding to, **investigating, managing, and resolving high-impact i ncidents** around product authenticity (counterfeit, trademark, copyright) and safety issues.
- Investigation of risks and deep-dive documents, including responses to senior executives and **Co rrection of Errors (COE) reports.**
- Analyzing existing policy and process gaps and develop solutions to close them.
- Managing projects designed to improve operational and process efficiency which includes **accessi ng and analyzing data** and working extensively with external teams.
- Closely monitoring media and global events to anticipate and mitigate potential risks.
- Adept in using **data visualization and analytics tools on large sets of data** to analyze trends, pre dict and fix problems before they happen.
- Adept in using high-level judgment to own our most complex enforcement decisions.

- Showcasing high level of integrity and discretion to handle confidential information.
- Delivering excellent customer service to executive leadership and other key stakeholders
- Demonstrating **analytical and quantitative skills** to use hard data and metrics to back up assump tions and develop business cases.

Skills: Risk Management, Operational Excellence, Data Analytics, Data Visualization, SQL, Stakeholder management, Customer Service, Tableau, AWS.

<u>IG Group</u> (IG UK, IG US, DailyFx) **January 2018 – May 2021**

Designation: Client Services Manager

IG Group is an online trading provider. IG is regulated by the FCA, the UK's financial authority body. It is listed on the London Stock Exchange and is a constituent of the FTSE 250 Index. IG is known for its leveraged trading: contracts for difference (CFDs) and spread betting (in the UK and Ireland), which generates the majority of revenue and a growing suite of non-leveraged share dealing and wealth-management products, suiting a broad range of risk appetites and trading and investment objectives throughout a client's lifetime, as well as IG's exchange traded derivative offerings, Tastytrade, IG US, DailyFX, Nadex and Spectrum.

Roles & Responsibilities:

- Champion, drive and integrate into the team, the Client vision and strategy
- Leading a cross-language team (30 direct reports) of **client-facing** employees, driving a culture of employee progression and improvement
- Acted as trusted advisor with the new business/sales team in **building sales strategies, product marketing and cross selling.**
- **Recruitment** and onboarding of strong talent, with a focus on continuous recruitment cycles and innovative, proactive recruitment
- Facilitate and conduct structured program of learning to support team members to pass the product tests
- Adept in creating **styling guides, User workflows, Data integration (SQL) and reporting to senior stakeholders.**
- Delivered and exceeded the team targets by regular **performance coaching** and monitoring of all team members, with a focus on consistency and continuous improvement
- Creating opportunities for the team to develop their understanding of **financial markets**
- Creation and implementation of development programs, knowledge transfer and other creative initiatives to drive team performance and development

- Build the team's capacity for **change and resilience**, leading them through **strategic change** and continue to adjust for future challenges
- Ensure the team has a flexible approach towards workload and requirements
- Keep the team motivated in a challenging circumstance and assist them in achieving greater efficiencies through a competitive but positive environment
- Act as a **subject process expert** with strong knowledge base, be able to handle trading disputes with ease and be the point of escalation for the team
- Strong working knowledge on **Corporate Actions, Credit Risk Analysis, Client Money – Payments and Transaction Reporting**.
- Effective **workflow management** using **Tele Opti** WF tools
- Reporting of trades and **Trade/cash reconciliations using Oracle BI**
- Create an inspiring team environment with an open communication culture
- Identify, champion, and **deliver new initiatives/projects** to improve the client experience. Create strong connect with internal teams to leverage their expertise
- Worked on Web Chat Enhancement project(global) and digitized the flow of client contacts through chatbots which **reduced the cost per contact by 20% and improved CSAT by 12%**
- Handle **premium clients and high net worth** individuals through **digital services** to generate revenue by offering advisory services on **Private Equity & Energy funds**
- Supported the Compliance team in conducting financial investigations using **FinScan and Equifax Credit risk tools**
- Actively foster a culture that champions the client, leads the way, and loves what we do by role modelling, discussions and fun programs that bring these values to life
- Lead **service-manager** shifts overseeing 16+ global operational centers through **SLA monitoring**, handling the **escalation process, and organizing pro-active exercises.**

Skills: Client services, Trading, Client Money – Payments, Credit risk, Project management, Compliance, Quality Management (QMS), JIRA, Workflow management - Tele Opti, Agile, Global Service management, Transaction reporting, SQL, Tableau, Salesforce, Avaya, Enghouse, Guru, Confluence, Jira, Oracle BI, Business Analysis, Data reporting, Project management, SDLC, Excel reporting, Incident Management.

Amazon.com, Inc **April 2016 – January 2018**

Designation: Transaction Risk Analyst

Amazon is an American multinational technology company which focuses on E-commerce, cloud computing, digital streaming, and artificial intelligence.

Worked in Risk Management department to ensure seamless transactions on the E-commerce portal. Used advanced analytical skills to calculate the risk and mitigate the risk of online transactions.

Roles & Responsibilities:

- Part of TRMS (Transaction Risk Management Service which is part of **KYC-AML**)
- Onboarding interface to new clients/customers by analyzing the risk factors
- Monitoring and investigating the transactions related to **fraud/abuse/claims/sanctions** and other patterns
- Following the **SOP** of investigation procedures and annotate the findings which ensures the justification of action
- Use Advanced risk analytical tools & methods – **Decision Tree Analysis, Delphi Technique**, **SWIFT Analysis** to identify, analyze and evaluate the risk
- Communicating the customers, financial institutions and with internal departments via phone and/or email to get the legitimacy of the account/transaction
- Communicating with internal Audit and Quality teams for making reports
- Preparing daily/weekly performance reports (KPIs) and communicating to the team.
- Worked as a **SME** & mentored the juniors/new hires (10 direct reports)
- Finding patterns of fraud behaviors and escalating to the fraud squad teams
- Reporting any new process tips/SOP changes/tool improvement tips to the project manager
- Successfully mitigated $1 Mil by identifying system errors/vulnerabilities on the AI system (**Artificial intelligence**) and reported to the concerned teams to make updates in system algorithms,
- Conducting Team huddles on the patterns of ongoing fraud/abuse behaviors

Skills: E-commerce, Risk Management, Operational risk management, KYC, AML checks, Sanctions, AI algo updates, Risk Analytical tools, Client Service, People management, Training and Development, SME, KPI reports, Auditing and Quality Management (QMS), Kanban boards.

EDU9 Pvt Ltd: **January 2014 – March 2016**

Designation: Client Services Manager

Edu9 Pvt Ltd is a pioneer in advertising with 15 years of expertise in providing solutions for various businesses. Designing a fool proof marketing and advertising strategy for new product launch using web based analytical tools.

Roles & Responsibilities:

- Provide outstanding customer service to clients
- Interacting with customers and handling customer queries and complaints effectively

- Manage a staff of Client Services Representatives
- Setting customer service goals for team members and helping them reach those goals
- Enlist support from the marketing team to reach new clients (cold calling)
- Create and maintain a client communication platform
- Promote **cross-departmental** communication
- Creating a reliable **customer loyalty program**
- Making weekly and monthly reports and surveys
- Deliver **new projects** to improve client service, **CSAT** and **NPS**
- Knowledge in utilizing **HubSpot**, **Salesforce**, **NetSuite** CRM(Oracle)

Skills: Client Service, Marketing, People management, HubSpot, Salesforce, NetSuite, CSAT, NPS, Premium client management, Revenue generation, Relationship management, Stakeholder Management, project management, Target Marketing.

ACHIEVEMENTS:

- IG Spotlight Award for best manager
- Best performer award in IG and received multiple spot recognitions.
- Winner of Bug bounty program at IG Group
- Open to Brilliance award as a SME (Subject Matter Expert)
- Achieved multiple Rewards and recognitions in Amazon: Rock star (best performer), Hercules Award, Achilles Award, God of Investigation, MO Bounty, Weekly Award of IPH and Decision Quality-Hygiene.

CERTIFICATIONS:

- Accomplished A1 level in German language (Deutsche)
- Certification as a Freelance Marketer
- Learning SQL Programming Certification