

Valarmathi Dhandapani  
Investment Banking Operations/PMO

Bengaluru, Karnataka - Email me on Indeed: [indeed.com/r/Valarmathi-Dhandapani/a2b3eb340068764d](https://www.indeed.com/r/Valarmathi-Dhandapani/a2b3eb340068764d)

A competent professional having an experience of 13 years in the areas of ITES, Banking and Project Management operations. Presently associated with Infosys Bangalore as a Senior Process Specialist. Have experience in Banking, Capital Markets and Project Management areas. Possesses good analytical and communication skills.

Willing to relocate to: Bangalore City, Karnataka - Hosur, Tamil Nadu - Coimbatore, Tamil Nadu

#### WORK EXPERIENCE

PMO

Infosys BPO Ltd -

June 2017 to Present

#### Responsibilities

- Tracking and creating demands for resource allocation and buffer utilization.
- Project financials, budget submissions for project codes to ensure revenue recognition and transfer between departments involved in the program
- Created new milestones for FP projects based on SOW/task order signed. Supported the invoicing and payments for T&M projects
- Maintaining All project related documents in SharePoint repository in a structured way and ensure its up to date.
- Renewals of Oracle product license AMC's for Citizens bank
- Invoicing Citizens and Oracle vendor to ensure back to back payments
- Closely worked with Finance and Procurement team for PO creations and dependent activities
- In charge of resource Onboarding and Offboarding. BGV related documents compilation.
- Prepared and created project presentation documents with manager for Client meetings. Provided graphics, metrics, charts and dashboards for project reporting
- Collecting, tracking timesheets, efforts of team and following up with team to ensure compliance is met for submission and to avoid risk to the projects.
- Facilitate progress review meetings and issue minutes of meeting. Maintained project level risk and issue register.
- Organized client visits and arranged video conference meetings between client and Infosys.
- Worked on Adhoc user report requests. Involved in project discussions with Clients and project managers to understand expectations & meet them
- Managed project inventory (RSA tokens, Virtual desktops, software access etc.)

PMO Analyst

Commerzbank, Infosys BPO Ltd - Bengaluru, Karnataka -

October 2016 to May 2017

Bangalore

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(Oct 2016- May 2017)

#### Responsibilities

- PO Creation in E-procurement tool for Onboarding subcontractors and vendors affiliated with the client
- Actively handled and followed up on payments to vendor to ensure ETA is met
- Acted as single point to contact for Onboarding and Offboarding of offshore and onsite resources
- Tracking and scheduling the project in terms of resources helping them to submit timesheet and meet critical compliance metrics. Allocated tasks in the iTime for team members of RTB, CTB teams respectively
- Involved in creating master and child project codes on requirement basis for allocation of resources - Resource Management. Allocated the resources to the said codes which is a base for project budgeting and cost estimation
- Auditing variations between the allocation and budgets provided.
- Managed the invoicing activity as an anchor to send the invoices communicate with client on the issues or any mismatches in billing amount and the calculations.
- Acted as liaison amongst lines of business, developers, testers and senior project managers.

Environment

PBS (Project budgeting systems), ECMS (External consultants and vendor managements systems), ALCON (Allocation and confirmation), IPM+ (Integrated Project management)

PMO

Cloud Infrastructure Services, Infosys BPO Ltd - Bengaluru, Karnataka -

December 2015 to September 2016

Responsibilities

- Project Management Operations Team as PMO supporting the Project delivery team
- Tracking BE reports, creating Invoices, working on reports related to project management

Project Management

Deutsche Bank - Infosys BPO Ltd - Bengaluru, Karnataka -

June 2013 to October 2015

Bangalore

(Jun 2013 - Oct 2015)

Responsibilities

- Responsible to Communicate with internal customers and client on boarding related activities
- Worked on Project Management tools used for Allocations and Project planning
- Worked on MIS, MSA reports
- Setting up reports (Summary reports, dashboards) based on Service Now Tickets, monitoring and sending data to clients.
- Provisioned Secure ID tokens, Virtual desktops to team members from the DB Build team
- Handled incident and service tickets for application related access and other requirements

Financial Analyst for AMEX in iFIND

American Express - Infosys BPO Ltd - Bengaluru, Karnataka -

February 2012 to May 2013

team (Issue Filter and Detection Team)

- In iFIND team worked in CRL applications (Co-brand, Rebates & LAA) to retrieve Metrics data from Mainframe for different functionalities
- Handled the Admin Q entries in Oracle BPM Tool for Product Transfer scenarios of a Card Member enrolled in AMEX
- Involved in the conference calls with client to discuss and review about the different rejects in CRL & PT to caused due to application specific error
- Liaised and followed up with IT support teams to solve the issues in applications

Contract employee for JPM through Infosys

JP Morgan Chase - Infosys BPO Ltd - Bengaluru, Karnataka -

April 2011 to January 2012

Bangalore

(Apr 2011 - Jan 2012)

Responsibilities

- Responsible to remediate the Third-Party Brokerage rates for executing brokers where JPM is a clearing broker in the Triparty EGUS agreement in Futures & Options contracts under Brokerage team
- Worked as Contract employee for JPM through Infosys

Process Specialist

Select Portfolio Servicing Mortgage- Infosys BPO Ltd - Bengaluru, Karnataka -

November 2008 to March 2011

Responsibilities

- In REO Team (Real Estate Owned) worked in the process to Approve Invoices from the brokers for the expenses incurred by SPS on the property which they own by the Foreclosure sale
- Create Checks for the Invoices of HOA (Home Owners Associations) sent by the Attorneys of the state for the property foreclosed by SPS in the foreclosure. The bill is for the maintenance of the property by the HOA

Senior Process Associate

UBS- Infosys BPO Ltd - Bengaluru, Karnataka -

October 2004 to October 2008

#### Responsibilities

- Instrument Data Strategy and Analytics - Create new securities (Bonds and Futures) in DMSI database based on Securities Data provider (Bloomberg, Telekurs International and Euro clear) and the information provided by the trading desk.
- Worked in Account openings of Institutional, Wholesale, FITS accounts in Master files APAC and Shares AU and NZ, also learnt to use Shares and Australian Fixed Income trading system

- Provide the Correct information for the securities (Issuer, Coupon details etc.) to downstream trading systems like FOS, Martini, Julius, Ransom and Global 1
- Worked in Intersystem controls team performing Cash and Stock reconciliations between the system COLT (Continuous online trading) and SSE (Securities settlement engine)
- Fixed Income Reconciliation against Bloomberg and Central Data Repository (CDR), keep the data authenticated according to Market conventions till maturity
- Investigating the issues when the trade fails in FOS and other trading systems due to problems in the data and ensured to fix the problems related to Accrued Interest for Corporate and Mortgage bonds

FIRC-Analytics- Fixed Income Reconciliation against Bloomberg and Central Data Repository (CDR), keep the data authenticated according to Market conventions till maturity, Fix the errors like that come in the Analytical output of SPIDER (Excel Macro) with Bloomberg. Maintain the correct Market data for corporate bonds in CDR according to Bloomberg.

London Cash Equities - Worked in Intersystem controls team performing Cash and Stock reconciliations between the system COLT (Continuous online trading) and SSE (Securities settlement engine) My primary purpose of the IBBN reconciliations is to ensure that all trades that are booked to the IBBN counterparty in COLT match and settle as soon as possible The total amount of stock being bought should equal the total amount being sold and cash considerations should match, as each side should be booked at the same price.

#### Highlights:

- Worked for Partner Data Management operations assignment in Sydney, Australia
- Supported client with my knowledge on data management process procedures

#### Process Improvements

- Created shortcuts to do Manual bulk update of the securities from Bloomberg by using Excel macros
- Documented procedures for exceptional mortgage and Corp bonds to avoid complexity and loss of money for the trading desk. This approach was appreciated by the client

#### EDUCATION

Master of Science in Bio Informatics in Bio Informatics

Bharathiar University Coimbatore - Coimbatore, Tamil Nadu

2004

B.Sc. in Biochemistry in Biochemistry

Ramakrishna College - Coimbatore, Tamil Nadu

2002

HSC

Stanes Anglo Indian High School - Coimbatore, Tamil Nadu

1996

#### SKILLS

Excel (10+ years), Operations (7 years), Project management (5 years)

#### CERTIFICATIONS/LICENSES

Prince 2 Practitioner

December 2017 to December 2020

#### ADDITIONAL INFORMATION

##### Core Competencies

- Supporting and co-ordinating the Project Management activities of IT projects involved in Application developments and support
- Ability to work under pressure and to tight deadlines. High comfort level working in a diverse environment
- Attention to detail and deadlines, confident and able to work on own initiative and with limited supervision
- Coordinating process operations for the set-up standards with accountability for strategic utilization & deployment of available resources to achieve organizational objectives
- Mentoring the task force and ensuring development of team for service excellence

##### IT Skills

- Conversant with MS Office - Word, PowerPoint, Access and Excel.
- Well versed with Internet Applications