Phone no:- +91-73387 77881　　　　　　　　　　　　　　　　　　　　**Email ID:-** sanrama5237@gmail.com

RAMACHANDRAN SANTHANAM

SENIOR PROFESSIONAL | BUSINESS ANALYST | TEAM LEAD

GURUGRAM ADDRESS: HOUSE 194, SECTOR 22A, MULLAHERA VILLAGE, GURUGRAM, HARYANA (122015)
CHENNAI ADDRESS (PERMANENT): E-402, ISHA GAYATRI, T. PONNAMBALAM SALAI, KOLAPAKKAM, CHENNAI (600122)

SOFTWARE & APPLICATIONS DEVELOPMENT || PROJECT MANAGEMENT | BANKING TECHNICAL SOLUTIONS

PROFESSIONAL SUMMARY

- **Business Analyst** with **over 25 years** of experience in Business Process Management, Operations Supervision, Implementation management, **Software Development, Implementation & Production Support** across **Banking domains.**
- Highly skilled in **Supporting** for Citi's Fund Accounting / valuation systems & integrated E2E model for NAV production & validation.
- Extensive **project management experience** with skills in grasping the requirement, conceptualizing, developing, implementing solutions, partnering closely with business leaders & stakeholders to achieve higher levels of efficiency and effectiveness.
- **Directed technology planning and direction,** strategy development, leadership and implementation, business and operational transformation execution, business solution delivery, and business development.
- **Technical expertise** entails Oracle 10g database/Forms 10g/Reports 10g
- **Learner in Data Science Tools**(Python, MongoDB, Power BI)
- Worked on service strategy, transition, **operations, process management**, team building, training, hiring and client relationship management.
- **Mapped requirements of clients** as well as different Service Providers, Senior Management, Vendors / Consultants & other Stakeholders for ensuring effective translation of business needs into technology requirements in adherence with company's objectives.
- Front-led implementation of product lifecycle including managing project **phase of banks for applications such as Multifonds(Fund Accounting System), P-Control (Automated Validation control for Fund Accounting), MIG21(Post Trade Compliance System) and TLM (Recon System between Custody and Fund Accounting)**
- Capable of **analyzing information system needs,** evaluating end-user requirements, solutions and troubleshooting for information systems.
- Skilled in ensuring a high-quality **customer experience** & elevating customer satisfaction while adhering to the SLAs and work processes.

ORGINZATIONAL EXPERIENCE

Citicorp Services India Private Limited, Gurgaon (Dec'20- Current)
Designation:- Officer (Operation Analyst for Global Fund Services Department)

Citibank, Singapore, (May'13 – Sep'20)
Designation:- Manager (Operation Analyst for Global Fund Services Department)

NCS Pte. Ltd (A SingTel Group Company), Singapore, (May'09 - Apr'13)
Designation:- Senior Application Consultant

Scope International Pvt. Ltd, Chennai (Jul'06 - Apr'09)
Designation:- Technical Specialist (A wholly owned subsidiary of Standard Chartered Bank)

Synetairos Technologies Limited (Onsite: Standard Chartered Bank), Mumbai (Oct'05 – Jul'06)
Designation:- Programmer Analyst

Role:
- Spearheading Business Change Units for daily support & maintenance of the funds administration core NAV production and valuation systems (Multifonds, P-Control, MIG21,Confluence), manages and supports the UAT process for new releases and functionalities.
- Devising quality Business Solutions, manages process standardizations & developments & planning implementation projects.
- Communicating with technology and vendors to oversee the functionalities of Citi's Fund Accounting systems to ensure adherence to clients' needs in adherence to Citi's control and compliance.
- Liaising with units in cross department system projects while maintaining an up-to-date knowledge of market and industry development and accounting standards changes and their implications.

- Directing the end-to-end processes of key projects for integrated E2E model for NAV production and validation.
- Leading end-to-end solution delivery right from analysis, design to implementation in adherence to well defined quality processes & methods.
- Providing implementation, post-implementation, enhancement and support to client for applications.
- Managing & providing technical guidance/support to the Project Team.
- Defining suitable methodology to undertake the project with the available inputs for the requisite output.
- Addressing performance bottlenecks &ensuring maximum network uptime.
- Interacting with the clients to talk about the problems and request regarding the complex system issues.
- Designing, developing, coding, testing, troubleshooting and debugging of the applications.
- Mapping business requirements for process enhancements/ developments/ implementations.
- Assisting internal business partners & technical teams to define & refine business strategy and supporting operational processes.
- Rendering constant support for functional, technical & project planning related issues during implementation period.
- Executing constant analysis of the system in terms of product enrichment & tuning scope; managing development of these changes & propagation to production systems.
- Doing L2 role of Business Support which includes handling escalations and training L1 team.

Highlights:
- Recognized issues and risks in a timely manner; developed/implemented appropriate mitigation and contingency plans.
- Suggested measures for streamlining application programming and maintenance as per quality standards.
- Successfully completed delayed projects essential for operational efficiency by identifying and solving complex technical problems using interdisciplinary teams; restricted the schedule delay.
- Coordinate for new upgrades in all the mentioned applications across business users.
- Provided training for the Business Users on the Fund Accounting Applications to ease the Operations.
- Working with Audit teams like KPMG (External) and Internal Audit (Internal) on providing Audit Deliverables in both system and technical related requests.

Applications Supported:
- **Multifonds:** Fund Accounting system, v5.98, 5.6, v5.1, 4.5, 3.9
- **P-Control:** Automated Validation control for Fund Accounting, v6.3,6.0
- **MIG21:** Post trade compliance system after NAV generation, V8.1,6.3
- **Charles River:** Migration from MIG21 (in progress)
- **TLM:** Recon System between Custody and Fund Accounting
- **Confluence:** Unity

PREVIOUS EXPERIENCE

Gateway Distriparks Ltd, Navi Mumbai (Sep'04 – Oct '05)
Designation: Programmer Analyst

ISO 9002 Company Computers International, Chennai (Dec'02 – Aug'04)
Designation: Senior Software Engineer

Infra-Soft Technologies Ltd, Mumbai (Nov'01 – Dec'02)
Designation: Support and Implementation Executive

Techno-Solv Software Systems Pvt. Ltd, Secunderabad, (May'99 – Oct'01)
Designation: Programmer Analyst

Electronic Data Systems Pvt. Ltd, Chennai (Apr'97 – Apr'99)
Designation: Faculty in Aptech Computer Education

PROJECT EXECUTED

Fund Accounting Reports Development:
Client: Citibank, Singapore
Role: Senior Application Consultant
Period: May'09 – Apr'13
Product: MultiFonds v3.5/v3.7/v3.8 of the Vendor IGEFI, Luxembourg
Platform: Oracle 10g database/Forms 10g/Reports 10g

Responsibilities:

- Managing Info center Reports Development the entire SDLC from Requirement Gathering, Construction, SIT, UAT and implementing in Production.
- Performing Business Analyst role for documenting the entire Customized Reports requirement process.
- Assisting users & team members in knowledge sharing of the MultiFonds Application and Info center Data warehouse.
- Implementing around 40 Projects with key projects like RBC Reporting(NTUC), IDS Reporting (ALLIANZ) for the Citibank Clients.
- Leading a Fund Accounting Reports Development Support team of 3
- Part of the Asia Pacific support, to manage and provide effective leadership to a team of development to meet business needs.

Hedge Fund Accounting System, Chennai

Product: Equitrak of the Vendor Vitech, USA
Role: Support Lead
Platform: Microsoft .NET/SQL Server 2005
Period: Jan'09 – Apr'09
Responsibilities:

- Led a Fund Services Production Support team of 5
- Administered development of data warehouse Reports using Crystal Reports, publishing in business objects environment.
- Supported regular Disaster Recovery (DR) exercise and ensure relevant DR documentations are updated regularly.
- Supported Onsite Team in performance tuning.
- Resolved multiple critical issues.
- Liaised with users for requirement gathering; prepared functional specifications and low-level design documents.

Regional Fund Accounting System

Product: MultiFonds v3.1 of the Vendor IGEFI, Luxembourg
Role: Support Lead
Period: Jan'08 – Apr'09
Responsibilities:

- Reduced number of defects &improved usability through new design.
- Managed various commercial banking modules entailing Loans, Mortgages, Loan Syndication, Funds Transfer, Payments & Collections and Standing Instructions.
- Contributed in Islamic banking to support various features encompassing.
- Tested modules developed by self & the team to ensure that these were as per desired quality standards; wrote test specifications and conducted tests .
- Provided third level incident escalation support to the Technical Support Group for customization problems.

Network Clearing and custody System, Chennai

Product: NCS
Role: Crystal reports Development Lead
Period: Jul'07 – Dec'07
Platform: Sybase 12.5/CICS/PowerBuilder
Counties Implemented: Singapore, Malaysia, Indonesia, China, Bangladesh, Sri Lanka, Taiwan, Thailand, Japan, Hong Kong, Pakistan, Philippines

Custodial Securities System (CSS)

Platform: Oracle 9i/ Forms 6i/Report 6i
Period: Sep'05 – Jun'07
Role: Development and Support Member

Warehouse Operation & Planning System

Platform: Oracle 8i/Developer 2000 (REL 2.0) - Forms 5.0/Reports 3.0
Role: Programmer Analyst

ACCPAC - Pro Series 6.5/7.1/7.2/7.3

Client: ACCPAC International, Inc., a subsidiary of Computer Associates International, Inc. (NYSE: CA)
Platform: Visual FoxPro 6.0/7.08.0, SQL Server 2000, IBM DB2, Visual FoxPro Data Report
Role: Fixing PTR(Problem Trouble Report) and coding new Product enhancements.
Period: Dec'02 – Aug'04

Oasys 1.20, OMNI 1.0
- **Client:** Central Bank of India, Syndicate Bank and many Co-op. Banks
- **Platform:** Cobol/Btrieve 7.0/Novell Netware 5.1

Sales & Distribution System - C & F Version, Regional Office
Uptime - Maintenance Management System

TECHNICAL SKILLS

- **Operating System:-** MS-DOS 5.0/6.22, Windows 95/98/NT/2000,Unix System IV, Novell NetWare 3.12/4.0/5.1

- **Languages:-** C, Borland C++ 4.5, Java 2, Python

- **RDBMS:-** Oracle 6.0/7.x/8.0/8i/9i/10g MS-Access 2000, Visual FoxPro 6.0/7.0/8.0, SQL Server 2000 and IBM Db2 UDB 8.1.

- **Front-end:-** Visual Basic 5.0/6.0, Developer 2000(Forms 3.0/4.5/5.0/6i/10g & Reports 2.5/3.0/6i/10g

- **Web Design Tools:-** Adobe Photoshop 6.0, Paint Shop Pro 6.0, MS FrontPage 2000

- **Service Management Tools:-** Remedy

- **Methodologies:-** Structured System Analysis and Design, Object Oriented Analysis and Design, Software Engineering Principles, Software Project Management.

- **Data Visualization Tools:-** PowerBI, Tableau

EDUCATION

- **Master Diploma in Software Engineering (M.D.S.E.)** from Aptech Computer Education in 1998.
- **B.Sc. (Mathematics)** from University of Madras in 1997.

CERTIFICATIONS

- **Risk Management:-** IRM Level 1 Certified
- **Data Science & AI:-** IBM Certified (Course in Progress)

DOMAIN EXPERTISE

- **Banking:-** Core Banking, Securities Services (Custody and Fund Administration)
- **Logistics:-** Sales and Distribution, Inventory, Container Management, Supply Chain

KEY IMPACT AREAS

- Application Design & Development
- Project Management & Execution
- Banking Software Solutions
- Requirement Elicitation / Operations Management
- Software Development Lifecycle
- Production Support
- Enhancements & Implementation
- Technical / Functional Documentation
- Team Building & Leadership

SOFT SKILLS

- Analytical
- Communicator
- Collaborator