ANGAD SINGH KOHLI

SENIOR MANAGER

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📍 India

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in [Angad-Kohli-61576567](#)

Result Oriented Project manager with global experience in Banking, enhancing customer experience, delivering service quality, improving process effectiveness and efficiencies by innovative use of technology. An enthusiastic learner with a reputation for crafting innovative solutions.

PROFESSIONAL SUMMARY

- Out-of-the-Box thinker with proven track record of establishing processes & SOPs, streamlining workflow & creating work environment to enhance productivity
- Profound knowledge of international operations and managing international business projects.
- Wide experience in managing a team and providing developmental feedback.
- Familiar with managing outside vendors and integrating them as part of a project team's activities.
- Planning, Testing, Implementation & Training of Fintech Tools, such as, Perfios, Finfort, Document Management System (DMS), Video PD, ChatBot, Experian
- Worked on STLC documents & MIS reporting i.e. Test Plan, Test Strategy, Exit & Entry Control documents, Downtime Reports, Defect & Test Execution Reports and Test Summary Reports
- Expert in Automating day to day activities by creating automated tools for Reporting, Quality & Training
- Manage Staffing, direct team's priorities and activities, evaluate performance, and train and develop staff – to accomplish business objectives
- Proficient in making Powerpoint Presentations for Senior Management, Clients and NHB
- Expert in MIS reporting
- Respond to and resolve complex client issues through incident recognition, research and isolation, resolution, escalation and follow up

TECHNICAL SKILLS

- Blockchain Developer (Certification in progress)
- Certified ScrumMaster®
- Java, Excel Macros, Visio
- DB Language and Tools: SQL, MS ACCESS, Power BI
- SAP: BASIS
- Certified Ethical Hacker

EDUCATION

2007 - 2009

Mumbai University

Bachelor of Science in Information Technology

WORK EXPERIENCE

SITUS AMC - Senior Manager, Business Analyst   Nov 2020 - Jan 2022

- Represented the project at meetings with departmental and senior management to ensure that priorities were communicated and understood
- Managed the planning and control of project activities and resources
- Coordinated with IT and web project managers regarding technical components of International projects, whilst maintaining overall ownership of project delivery
- Built management sections of proposals, built project plans, estimated project work and was able to deliver any project planned within the plan (cost, schedule, resources, etc.)

MAGMA FINCORP - Senior Project Manager   June 2020 - Oct 2020

- Coordination and completion of projects on time within budget and within scope
- Plan and designate project resources, prepare budgets and monitor progress

KEY PROJECTS

- Migrated all the employees to Open Office and kept only minimum possible employees under Licensed Tool, thus saving ~7 million in revenue annually.
- Implemented and Trained staff on BI Tool (Qlik Sense) on organization level, which reduced the TAT for all the reports from couple of hours to real time reports which were available 24x7 across all the platforms, desktop and mobile.

DHFL - Lead Manager, Business Process Re-engineering   Jan 2018 - June 2020

- Getting automated systems to increase process efficiencies & reduce turnaround time of processing
- End-to-end transitioning of various processes with complete accountability of weekly reporting, tracking (productivity), errors correction (quality control) & setting up of timelines as per SLAs

KEY PROJECTS

- Responsible for the testing and integration of the underwriting module with the CRM and loan servicing modules
- Created Automated Underwriting module resulting in 40% improvement in turn times for salaried applicants
- Incorporated multiple validations to ensure improved quality
- Created and implemented scorecards for branches and employees, that helped in capacity rationalization across the branches
- Customized the KPIs of employees based on the job roles along with a performance tracking and reporting methodology that resulted in productivity improvement of approximately 75% in a span of 6 months.

INDUSIND BANK - Manager, Credit Cards & PL   May 2016 - Jan 2018

- Manage Staffing, direct team's priorities and activities, evaluate performance, and train and develop staff – to deliver outstanding dealer and consumer service while accomplishing business objectives
- Establish appropriate operational risk controls; and perform regular quality assurance of underwriting activity to ensure compliance with company credit policies and procedures

KEY PROJECTS

- Created and trained a specialized team with SQL and advanced Excel/ VB skills for data analysis, work allocation and identifying data validation opportunities and automating the document review processes which improved document review timelines by 30%

ALTISOURCE – Team Lead, Client Support   Oct 2012 – Mar 2016

- Develop Procedures and Co-ordinating with various departments to ensure effective and efficient management of company's compliance requirements.
- Conduct detailed new hire Process and systems training while keeping trainees alert and motivated
- Deliver, track & report on-the-job training in adherence with manuals and training schedules

KEY PROJECTS

- Requirement gathering and testing of Workflow tool to monitor the pipeline of 70+ clients with a real-time view and reporting capabilities
- Project managed the setting up a new site with 100 FTE. The scope of the project included Facility & technology setup, Hiring and training in collaboration with internal teams and external vendors
- Setting up a client support team to actively interact with 70+ clients

CITIBANK – Citi Phone Officer   Nov 2011 – Apr 2012

- Handled customer queries regarding credit cards, cheques, savings accounts & transactions related to the same.
- Handling irate customers.

TCS – Process Associate   Jan 2010 – June 2011

- To allocate daily work to all the Agents.
- To give basic trainings to new joined Associates
- Coordinating with the Quality team and taking regular feedback
- To attend trainings conducted by the process and product team
- To complete the task delegated by the team leader and the manager.
- To conduct briefings for the team in order to get them updated about the new process and product