



SUNDER VIMAL

Result-driven and Experienced AVP of Custody Asset Services with over 13 years of impactful involvement across diverse roles in Investment Banking and Custody Assets services. Proven track record in Asset Servicing, Custody Operations, Corporate Actions, Income, Reconciliations, Sec Lending, Reclaims, Claims and FX Settlement. Adept at people management, driving team development through effective leadership. Accomplished in performance appraisals, recruitment, training and process enhancements.

Contact

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Skill Expertise

- Global Asset Servicing
- People Management
- Performance Metric
- Investment Banking
- Custody Operations
- Corporate Actions Processing
- Income and Tax
- MIS Reporting
- FX and Claim Settlement
- Process Migration
- Business Continuity Plan
- Reconciliation
- Cross functional Team leadership
- Migration Projects Management
- Executive reporting
- Client services
- Automation Projects
- Risk Management
- Internal/External Audits

Academics

MBA - Finance | IASE University, Rajasthan | 2010

PGDBM - Finance | Indian Institute of Management Training, Pune | 2010

B.Com. - Accounts and Finance (Honors) | F.M University, Odisha | 2007

Course & Training

NSE's Certification in Financial Market | 2018

Summary

Notable success in onshore-to-India process migrations, SLA agreements, SOP development and risk mitigation. Demonstrated expertise in driving corporate actions, income and reconciliation audits, ensuring compliance. Adept at cost-saving initiatives, process automation, and reporting accurate MIS. Proficient in managing exceptions, risk identification and implementing controls. Skilled in BCP testing, records maintenance and insightful performance metrics.

Notable Accomplishments

- Orchestrated a flawless migration of reconciliation operations from onshore to Pune, driving an impressive 67% reduction in BSER Custody break exposures
- Amplified Custody Asset Service productivity by an outstanding 80%, leveraging innovative strategies and nurturing a collaborative team culture
- Revitalized an underperforming team, achieving complete settlement within just 6 months of joining Citibank, reversing its stagnant state since 2021 and surpassing initial target results by 10%
- Achieved an exceptional 150% in June 2023 by cultivating and leading high-performing teams
- Streamlined operational processes by implementing automations and RPA bots within reconciliation functions, resulting in increased productivity and improved Average Handling Time (AHT) per FTE.
- Successfully led the GRX Automation Project, automating 60% of Euroclear Income reconciliation and saving 1 FTE in 2021
- Initiated access level reduction to minimize application access, saving USD 12,500 by reducing access in the portfolio services pillar.
- Automated SG manual REIT notification, resulting in 2 FTEs saved during volume season.
- Proactively utilized RPR Tool for 80% reduction in financial risk related to instructions towards AU and NZ markets in 2018

Awards & Honors

- Recipient of the "Cultivating a High-Performance Culture" Award in July 2018, recognized for successfully managing the highest volume of error-free tasks and facilitating work harmonization.
- Honored with the "Take a Bow – Passion for Excellence" Award for exceptional dedication to excellence. Acknowledged for spearheading various initiatives, projects, and garnering positive feedback during Q1 and Q2 of 2021, particularly in income processing.
- Received the "Bravo – Courage to Lead" Award in 2020 for exemplary leadership as a GPO Income Lead. Commended for driving achievement and automation processes, showcasing a remarkable commitment to innovation and efficiency through harmonization of SOP, checklists globally within Income and corporate action units

Work Experience

Assistant Vice President – Custody Asset Services
Citibank – Citicorp Services India Private Limited.
October 2022 – Present



ROLE ACCOUNTABILITY:

Leadership and Strategic Oversight

- Led a team of 30 direct reports within the EMEA Cash Reconciliation unit, ensuring efficient daily operations and adherence to service level agreements.
- Set clear strategies and standards in alignment with senior management directives, driving high-level initiatives and operational excellence.
- Fostered talent by overseeing recruitment, professional development, and mentoring, enhancing team skills and performance.

Operational Excellence and Process Enhancement

- Spearheaded automation initiatives for EMEA Income functions, optimizing resource allocation through meticulous Average Handling Time analysis.
- Ensured compliance with Citi policies and established robust controls, driving the timely execution of reconciliations and maintaining a high standard of operational risk management.
- Cultivated strong internal relationships with senior management and multiple stakeholders, consistently meeting key objectives and enhancing collaboration.

Solutions Execution and Project Management

- Led End User Computing automation efforts, successfully transforming concepts into fully implemented solutions, increasing operational efficiency.
- Managed diverse projects, from operations readiness to system updates, capacity planning, and KPI metrics, achieving seamless execution and alignment with organizational goals.
- Collaborated effectively with technology teams and business change units to enhance applications and streamline processes, contributing to overall performance improvement.

People Leadership and Development

- Played a pivotal role in developing leadership capabilities within the team, mentoring individuals, and fostering a culture of continuous learning and growth.
- Implemented a comprehensive performance appraisal system, driving accountability, and recognizing contributions to enhance team engagement and efficiency.
- Strategically allocated resources within the team through thorough Average Handling Time analysis, ensuring optimal efficiency and workload distribution.
- Identified and nurtured talent, ensuring the team's success by recognizing potential and fostering professional growth.

Business Continuity and Compliance

- Acted as the Business Continuity Planning coordinator, overseeing the maintenance of test scripts and ensuring timely completion of COB tests, guaranteeing operational resilience.
- Collaborated closely with auditors, following audit sampling and presentation procedures, consistently meeting audit standards and supporting effective risk management.
- Successfully migrated cash and stock reconciliation units from multiple markets to Pune, ensuring smooth transitions and alignment with business goals.

BNY Mellon, Pune
October 2012 – October 2022



GROWTH PATH

Team Leader | March 2019 – October 2023
Senior Process Lead | June 2017 – February 2019
Analyst/ Controller | November 2014 - June 2017
Senior Specialist | October 2012 – October 2014

ROLE ACCOUNTABILITY

Global Market Engagement:

- Managed diverse functions including Corporate Actions, Income & Tax, Reclaims, Securities Lending, MIS, FX, and Claim Settlement.
- Executed processing of mandatory/voluntary events, releasing MT564/566 notifications to clients and brokers for event-related information.

- Ensured day-to-day controls, periodic monitoring, and risk issue resolution.
- Supervised Investment Banking Operations across 21 markets worldwide, fostering a deep understanding of global risks.
- Led sub custodian conversion projects for cost-effectiveness and service improvements.

Project Leadership:

- Created daily dashboards, KPIs, KRIs, and management review reports, contributing to data-driven insights and continuous improvement.
- Implemented thorough testing for system implementations, ensuring alignment with specifications and identifying operational risks.
- Developed essential project artifacts, including BRDs, FRDs, and UAT plans, driving successful technical deliveries.
- Orchestrated the new client inquiry system implementation, reducing emails by 30% and enhancing client communications.

Risk Management and Client Service:

- Monitored trends through error, KPI, and metric analysis, implementing preventive actions to mitigate operational risks.
- Addressed escalated and complex issues in client accounts and records, ensuring accuracy and compliance.

Continuous Improvement and Automation:

- Spearheaded the Manual Process Council (MPC) Automation Project, automating 18% of processes and reducing errors by 37%.
- Acted as GPO Lead for Income in 2021, enhancing automation projects and producing operational handbooks.

Team Collaboration and Coordination:

- Managed project responsibilities, milestones, and task execution, ensuring quality and timely completion.
- Recruit, directed, motivated, and developed staff, enhancing their contributions and professional growth.

Previous Experience

- Sr. Analyst | Eclerx Services | November 2011 - July 2012
- Research Analyst | Get Through Guides | August 2010 - October 2011

Personal Details

- **Date of Birth:** 15th July 1987
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