**HARIPRASAD CHANDRAN NAIR**

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**Quality Assurance Professional**

 MBA in Human Resource & Marketing, targeting assignments in Quality Management in Banking Industry

**PROFILE SUMMARY**

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* A focused professional, quick learner with strong analytical skills and expertise in Quality assurance with **9 years and 7 months** of experience
* Gained knowledge of **Process Optimization, Risk Assessment, Planning and Resolution of Problems**
* Monitored quality standards to ensure the processes meet certain industry and legal standards
* Managed quality assurance programs, quality control procedures, made sure customer demands are respected, and trained other employees with regard to quality issues
* Subject Matter Expert within the team for multiple processes and share best practices among the team members

**CORE COMPETENCIES**

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* **Quality Assurance Strong Inspection Skills Planning & Organizations**
* **Analytical Skills Problem-Solving & Clear Communications**
* **Risk Assessment, Process Optimization & Highly Adaptive**
* **Act as the Spokesperson for external audit**
* **Working as risk squad manager to coordinate BAU Assets**

 **WORK EXPERIENCE**

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**Since Nov 2011 with ANZ Bank**

**Sanction & Compliance Officer – Trade (AML) Nov’ 2011- May’ 2015**

**Quality Assurance Officer-Trade June’ 2015-Dec’ 2016**

**Quality Assurance Officer- Retail Jan’ 2017- Mar’2021**

**Senior Quality Assurances Officers (Lead) Apr’21 – Till date**

**Key Result Areas:**

* Preparing internal quality documentation and reports by collecting, analysing, and summarizing trends for failed processes, stability studies
* Providing key data analysis for multiple process improvements
* Establishing potential errors in a process and implementing preventive & corrective actions by applying macros to eliminate the transactional errors and thereby reducing client dissatisfaction
* Executing Key Control Testing (KCT), that includes simplifying the process and suggesting automation opportunities within the business
* Tracking and reporting quality metrics for the department in a clear and concise manner to senior management
* Maintaining internal corrective action system

**Highlights:**

* Implemented Quality Inspection Methods & Quality Instructions and enhanced macros that eliminated any critical recurring error thus reducing customer escalations
* Cleared Financial Intelligence Operations Assessment & secured 95% marks in 2016
* Received **"Good Performer Award”** in **2015** for upskilling in all the Retail and Trade processes in a very short span of time and achieving a status of **Subject Matter Expert**
* Received **"Good Performer Award”** in **2020** for providing maximum number of training to the staff and coordinating the work within the peers and deliver the service at the agreed time frame without compromising the quality during Covid-19 situation.

**Sanction & Compliance Officer - Trade**

**Key Result Areas:**

* Designed, tracked and reported quality metrics/mechanism in a clear and concise manner to senior management on the demonstrate the merits of operational controls
* Monitored & reported doubtful transactions/situations to Trade Sanctions to prevent the potential risks to the company
* Mapped transaction process in terms of strict timeline and standards to avoid all possible losses resulting from delayed or wrongful crediting of payments
* Ensured that the Payment Processing System complied with all external regulations & internal process manuals
* Reported appropriate internal & regulatory documents ensuring accuracy and meeting timelines

**Highlights:**

* Advised management to remove the Dead Sanctions Vessels that were maintained in the records by presenting research using Vessel Tracker and world Check Application resulting in reducing TAT and quick transaction processing
* Provides training to the staff and cross skilled all the process and achieved the position as Subject Matter Expert

 **ACADEMIC DETAILS**

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* MBA (HR & Marketing) from Narayanaguru College, Anna University in 2011 with 65.7%
* B.Com. from Amrita Vishwa Vidyapeetham University in 2009 with 63.6%

**PERSONAL DETAILS**

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Date of Birth: 19th December 1986

Languages Known: English, Hindi, Tamil and Malayalam

Mailing Address: #9, Nandanam, Kowdenahalli, Ramamurthy Nagar, Bengaluru -560016