



Devendra Sharma

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SUMMARY

A result-oriented professional with over 19 years of extensive experience in Investment Banking KYC, Risk & Compliance, Audit, Team management, Relationship building, MIS, and Business Re-engineering. **Currently serving as the Vice President of KYC Projects and Products at Fyntune Solutions**, with a proven track record in Investment Banking KYC, Banking, Insurance, Risk & Compliance, Audits, and the BPO/KPO industry. Demonstrated year-on-year success in achieving company objectives within highly challenging environments. Skilled in building strong relationships with senior decision-makers, addressing critical problem areas, and delivering on client commitments. Possesses excellent interpersonal, communication, and organisational skills, with a history of leading motivated teams to achieve organisational goals. Proficient in Artificial Intelligence with the ability to integrate AI solutions into Investment Banking processes, enhancing accuracy and boosting productivity. Extensive experience in data mining and warehousing, reconciliation of data, regulatory reporting, audit processes, and compliance frameworks.

EXPERIENCE

Vice President | Fyntune Solutions Private Limited | Jaipur | September 2022 - Present

- Accountable for maintaining the quality and productivity of two critical departments: **Employee Benefits** and **Brocore**. Achieved and sustained a quality benchmark of over 99% for both departments, earning recognition and appreciation from 10 clients.
- Business Development: Pursue new business opportunities to expand the business and increase customer satisfaction.
- Strategic Planning: Complete long-range planning to support company goals.
- Leadership: Lead business unit teams to meet customer expectations and financial goals.
- Financial Management: Manage P&L expectations, review forecasting, and optimize revenue and costs.
- Customer Management: Lead customer meetings, ensure timely invoicing and collection, and maintain customer satisfaction.
- Operational Excellence: Implement Lean principles to eliminate process waste and improve quality.
- Collaboration: Work with senior staff, customers, and prospective customers to drive business growth.
- **Recording and reporting** (R2R) of the data from the different software to brokers and Broker management for their analysis / review and action.
- Ensuring the entire **Order to Cash** (O2C) cycle is completed for all the EB and retail Insurance sold on the Brocore / Retail and Employee Benefit software. Ensuring the entire cycle works efficiently on the software including the API Integrations (From buying the Insurance to keeping/saving Documents (Received during the transaction on Electronic Data Interchange {EDI}) to billings/Invoices / to payment reconciliation until the policy copy issuance and delivered to the customer) Reconciliation module ensures the reconciliation of the payment is quick and error free.
- Leading the Quality and QA teams for the **Employee Benefits (EB)**, **Brocore**, and **Agnto** processes, ensuring accurate and comprehensive quality reporting to insurance companies, brokers, and agents.
- Managing two critical products—**Employee Benefits** and **Brocore (Agnto)**—with complete end-to-end accountability, from client onboarding to off-boarding. Ensuring timely project deliveries while overseeing seamless product development and implementation for all clients.
- Successfully implemented artificial intelligence-driven process enhancements, leveraging AI to improve accuracy and productivity across various operations.
- Leading Third-Party Administrator (TPA) and Wellness Provider Integrations for the Employee Benefit Product, overseeing new product releases on Android and iOS platforms, and reporting directly to the CEO.
- Serving as a key member of the core team, responsible for **liaising on API integrations** with Insurance Companies, Wellness Service Providers, and TPAs. Accountable for preparing and sharing the Work Breakdown Structure (WBS) for all client-specific new requirements.
- Proactively mitigating regulatory risks by ensuring the collection of required documents, agreements, and obtaining timely approvals from brokers' risk and compliance teams as well as insurance companies.
- Ensuring full compliance with risk and regulatory requirements across all processes and agreements with third parties and insurance companies. Successfully implemented the "**four-eye principle**" to achieve **100% accuracy** throughout the process workflow.
- Involved in the **legal documents and signing of new agreements** with brokers and Insurance Companies.

Assistant Vice President – KYC | Deutsche Bank of India | Jaipur | December 2015 – September 2022

- **Leading a Global KYC checker quality team** for UK for all Checkers in India (Jaipur and Bangalore locations).
- Led the team to achieve **100% accuracy**, improving from 24%, over a continuous three-year period. Recognized with the prestigious 'Best Quality Team' award globally in Client Onboarding.
- Foster strong relationships with senior staff, customers, and prospective customers to identify new business opportunities, drive growth, and ensure alignment with company goals.
- Ensure **100% risk to compliance** for all local and global regulations and met 100% compliance standards for UK(London) team in my entire tenure of 7 years with the bank.
- Led **New Client Adoption (NCA) teams across APAC, UK, India, US, and EMEA regions, ensuring 100% accuracy and achieving a consistent 5-day ETA for NCA onboarding.**

- Accountable for setting team objectives and leading performance appraisals.
- Conduct proper **Due Diligence on Clients as per Regulatory guidelines and DB Know Your Customer (KYC) policies in line with Global & Local bank wide policies.**
- Supporting **Periodic Reviews, Event-Driven Reviews, Managed Exits**, and Ad-hoc projects as needed. Contributed to the drafting of the Vendor Review Management (VRM) process to recertify and consolidate all DBOI vendor agreements.
- Serving as the **Business Continuity Manager** for the Jaipur location, responsible for ensuring resiliency between Jaipur and Bangalore. Overseeing Call Tree, BRST Testing, and BC Document reviews for the Jaipur process.
- **100% Compliant** for all the **Risk and Compliance** and regulatory audits for the UK London team.
- Set the global benchmark for the team for continuously scoring 100% on Quality Assurance Results for UK (GM/TAS/GTB). Previous QA score was at around 25% when I took the charge.
- Functioning as the department's first line of defense for **risk and compliance audits** and serving as the designated single point of contact (SPOC) for coordinating with Internal Audit teams across the UK and India.

Deputy Manager | CANARA HSBC OBC Life Insurance Co. Ltd. | Gurgaon | June 2008 – December 2015

- Conducting quality checks on all types of disbursements related to customer refunds, including 'Surrender of Policy,' 'Partial Withdrawal,' 'Vesting Benefit Payout,' 'Refund of Excess Premium,' and others.
- Team Handling (Central Operations – Policy Servicing) + 7 External employee.
- Monthly Review, Analysis & Dashboard preparation for Senior Management Team's review.
- Accountable for escalating all breaches related to AML (Anti-Money Laundering) and KYC (Know Your Customer) compliance.
- Absolute focus on high standards of 'Policy Service' process & controls with timely closure of QA issues.
- Ensuring adherence to company policies and norms, clearance of Internal (conducted by Risk & Compliance Department) as well as external audits (conducted by HSBC group and IRDAI).
- Formulating and implementing new process and internal controls which are initiated to ensure process compliance for day-today functions with key emphasis on maximising efficiency.

CSA | ICICI Prudential Life Insurance Co. Ltd. | Jaipur | April 2007 – June 2008

- Managing Customer Service & Operations team comprising of Service and Underwriting Executives.
- Handled spokes of Jaipur 2 which were Sikar, Jhunjhunu, Alwar, Bharatpur, Chaksu and Chomu.
- In charge of the new business process, overseeing the Login and Underwriting processes to ensure successful policy issuance.
- Having a stamping authority of 10 Lac and preparing the Credit Matching for the entire branch.
- Responsible for processing and monitoring branch dishonor cheques on a daily basis, serving as the single point of contact for the entire Rajasthan region and coordinating with the Mumbai team.
- Indulged with the biggest tie-up done in Rajasthan between ICICI Prudential and E-Mitra (A Govt. Initiative).
- Honored as the Best Employee in Rajasthan during the annual "Rendezvous" function.

Process Developer | GENPACT | Jaipur | October 2004 – April 2007

- Part of loan servicing team. Handled day-to-day requests directly from commercial loan Clients.
- Scrutinising, approving, and processing customer information into G.E. software systems for loan disbursement.
- Responsible for preparing dashboards and reports for the process, and sending them to both clients and the leadership team.
- Accountable for the daily oversight of quality and production performance.
- Developed Learning paths and Standard Operating procedures for the process.
- Successfully completed the **TTT Level 1 training (Train The Trainer)** to become the Certified Part Time Trainer for a team of 34 FTEs.
- Acknowledged as a Core Operator under the Certified Booking and Funding Program (CBFP) from October to December 2006.
- Developed a lean tool to facilitate independent new hire training without the need for a trainer. Automated the Management Information System, significantly reducing the time required for creating monthly and weekly dashboards.

PROJECTS

Audit | Deutsche India Pvt. Ltd | January 2017 – June 2022

- Acted as the first line of defense in daily operations, ensuring 100% quality in Quality Assurance results for UK processes, including GM, TAS, and GTB.
- Served as the primary SPOC for Jaipur location, overseeing Global Markets and Global Transaction Business audits conducted by Risk & Compliance and Internal Audit teams.
- Supported External Audits (PWC – London) for GM and GTB processes in 2019 and 2021, ensuring zero 'Red' findings and resolving all audit observations at the first line of defense. Achieved recognition from India Leadership during the townhall as the only process to meet the HIGH benchmark.

Audit | CANARA HSBC OBC Life Insurance Co. Ltd. | January 2009 – July 2015

- Ensured strict compliance with company policies and norms, successfully cleared internal audits conducted by the Risk & Compliance Department for the Policy Servicing Department, and maintained a zero Red Flag record throughout the audit process while serving as the primary SPOC.
- Acted as the SPOC for the Policy Servicing Department during audits conducted by HSBC Group and IRDAI, ensuring 'Nil' Red Points and successfully addressing all critical observations. Also, Formulating and implementing new process and internal controls which are initiated to ensure process compliance for day-today functions with key emphasis on maximizing efficiency.

- Successfully supported the Branch Operations Audit for Karnal Branch (Haryana) from 2008 to 2011, ensuring a Green Audit status by addressing and resolving all Red and Amber observations, achieving full compliance.

Green Belt | CANARA HSBC OBC Life Insurance Co. Ltd. | January 2011 – July 2011

- Contributed to the successful implementation of three GB projects, leading to process optimization & a saving of 3 FTEs.
- Core Parameters involved Accuracy and Productivity.
- Appreciation received from CEO on Implementation of GB projects.

E-Mitra Tie-up (ICICI Prudential & Rajasthan Govt.) | ICICI Prudential Life Insurance Co. Ltd. | June 2007 – June 2008

- Played a key role in facilitating the largest partnership in Rajasthan between ICICI Prudential and E-Mitra, a ICICI Prudential initiative with Rajasthan government.
- Successfully executed agreements across 15 districts in Rajasthan and operationalised services in 11 districts.
- Managed statewide MIS coordination for Rajasthan.

EDUCATION

MBA | Symbiosis | Pune | 2010

LLB | University of Rajasthan | Minor in Finance | Jaipur | 2009

B.J.M.C | University of Rajasthan | Minor in Journalism | Jaipur | 2005

M.Com | University of Rajasthan | Minor in Accounting | Jaipur | 2005

B.Com | University of Rajasthan | Minor in Accounting | Jaipur | 2002

CERTIFICATIONS

O' level | Universal Computers (DOEACC) | 2001

- The Diploma in Computer Application (O' Level) is a one-year foundation course in computer applications offered by the National Institute of Electronics and Information Technology (NIELIT)

COURSEWORK

Level 4 Global KYC Training | Deutsche Bank of India | Know Your Customer / Compliance / Risk / Quality Assurance | 2016

- Coordinating with other new hires and Implemented the learned path.

Sanctions, Anti-Bribery and Corruption Training | Deutsche Bank of India | Investment Bank KYC | 2016

- Completed class room trainings on Sanctions, Anti-Bribery and Corruption.

SKILLS

Hard Skills: KYC, Anti Money Laundering, Financial Crime, Fraud, Money Laundering, Terrorist Financing, **Quality Assurance, Investment Bank KYC, Reconciliation**, Customer Service, **Risk & Compliance, Data Reporting/Mining, Artificial Intelligence**, Process Implementation/Re-engineering, Project And Product Management, Team Management, Operational Excellence, Client Engagement, Problem Solving Technical Skills: Data Mining, MIS
Soft Skills: Interpersonal & Communication, Decision Making, Underwriting, Eye to Detail, Audit, Client Engagement and Accuracy.