

SARITHA VINCENT

Manager HR & Operations

Address : APHB Complex, Narayanguda, Hyderabad (500027)

PROFILE SUMMARY

- MBA – Operations Management with **25+ years of experience** in Office Administration and Banking Operations.
- Currently associated with DBT / Wellcome Trust India Alliance Hyderabad as Manager -HR & Operations.
- Exposure to various facets of Office operations including products, compliance, customer service, Event planning and logistics, etc.; Vendor/Venue Management & development.
- 15+ years of handling Secretarial responsibilities working with CXO level, office infrastructure & logistics management
- 2 Industries - Banking and Financial Services, not for profit Organization
- 4 Phases of businesses - Start Up, Growth, Consolidation, Turnaround
- 8 Years in Banking industry retail, 15+ years in not-for-profit organization
- 10 Skills - Strategy/Corporate Planning, Building/leading teams, Governance /Stakeholder management, Change Management, Pre-sales/solutions, Transitions /Migrations, Delivery / Operations / Project Management, Process Transformation/improvement, Risk Management.

EDUCATION

ICSI – 2021-22

- Certificate Course on POSH Management Course
- Certificate Course on Contract Management

MSME, Chennai – 2021

- Lean Six Sigma

The European Molecular Biology Organization- 2021

- Leadership Management Course

Career Factory - 2019

- HR Business Partner

United Institute of Brussels, Belgium India- 2012

(Jaro Institute of Management studies)

- Executive MBA (Specialization-Operations)

Dr.B.R.Ambedkar Open University, Hyderabad, India – 1999

- Bachelor's degree in Commerce

PROFESSIONAL EXPERIENCE

DBT / Wellcome Trust India Alliance (April 2009 - Till Date)

Designation: Manager HR & Operations

DCB Bank Ltd. (Oct 2007 - March 2009)

Designation: Credit Coordinator – Personal Loans

HDFC Bank Ltd. (Feb 2004 - Sept 2006)

Designation: Sales Coordinator- Auto Loans

The Adarsh Bank Ltd. (Aug 1998 Jan 2004)

Designation: Junior Officer

HIGHLIGHTS

People – Building/Leading teams

- Responsible for Governance, Stakeholder Management, HR, Operations, Logistics & Procurement Management.
- Successfully participated in India Alliance to be the world's first GFGP (Good Finance Grant Practice) Platinum level assessment and certification.
- Successfully participated in Integrated ISO certification (across 5 standards) ISO 9001, 45001, 37001,22301, 27001
- Improved Governance, Oversight, engagement across all stakeholders - with right interventions.
- Strengthened talent acquisition with appropriate strategies and groomed people with planned talent development aiding retention and succession planning.
- Successfully worked with global stakeholders – multi-cultural, multi-location fostering a sense of 'one team' winning accolades from global stakeholders/customers.

ROLES & RESPONSIBILITIES

- To support the CEO in aspects of the general management of the India Alliance's operations.
- Lead on governance activities and collaborate across the organization to provide continual improvement in existing overall processes and driving efficiencies.
- Manage the HR & Operations teams and ensure that appropriate skills are in place.
- Collaborate with all stakeholders to ensure that organizational objectives are aligned with grants and financial planning.
- Analyze operational performance and trends, influence appropriate action to ensure financial results and objectives are maximized.
- Liaise with internal and statutory auditors to ensure adherence to approved policies and processes, including sound financial governance and management.
- Prepare documents required for governance oversight provided by quarterly meetings of the Board of Trustees. Present update to the Board.
- Lead on preparation of the Annual Report and other reporting.
- Lead and manage HR, ensuring appropriate policy and practice in place, supporting employee engagement and motivation.
- Lead and manage IT and technology requirements for the organization and ensure that IT support is fit for purpose. Ensure appropriate governance of IT systems and access.
- Lead on risk management.
- Develop the organization's communication plan for increased outreach and promotion of future plans and funding campaigns.
- Lead and implement Key Performance Indicators (KPIs) by which the India Alliance can measure its performance and report annually to its funders.

Operations Management:

- Estimate, profile and monitor budgets, identifying potential over/underspends and maintaining financial estimating and recording in line with IA policy.

People and Resource management:

- Make Job Descriptions, set objectives, Key Performance Indicators and metrics in line with organisational goals and objectives.
- Continuously plan, review capacity and manage equitable distribution of work (ii) Prepare, manage and report the budgets for the department.
- Build backups in the team so that the committed deliverables are met. Have a succession plan for each role.
- Build an 'escalation matrix' for issue handling and ensure robustness by testing, improving.

Foster a 'One Team Approach':

- Encourage teamwork within the team, across departments and stakeholders
- Proactively manage situations to avoid escalation into conflicts

Change and Stakeholder Management:

- Institute and follow Governance Frameworks for formal engagement with stakeholders. Set, clarify, meet/exceed expectations
- Provide relevant information/data to the stakeholders in a timely fashion and support one another in achievement of common goals

Continuous Improvement - Policies, practices, processes:

- Improve processes, policies and practices for greater organizational effectiveness and efficiency.

Audits and Compliance:

- Ensure all SOPs, Desk notes, Checklists, relevant documents and systems are updated in a timely fashion
- Conduct periodic audits and maintain record of audits to aid complete preparedness
- All audit (internal, external, statutory, others) are responded comprehensively including changes to policies, practices and guidelines

Business Continuity Planning and Disaster Recovery:

- Proactively and continuously identify and manage risks to ensure continuity of operations
- Prepare, plan and test operations for business continuity and disaster recovery