Umang Sanghavi

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PROFESSIONAL SUMMARY

Seeking a role in the organisation leveraging my extensive experience in the field and bridging the gap between business and technology teams. Confident in my ability to bring valuable insights and contribute effectively, given the similarities in banking processes. Excited about the opportunity to make a meaningful impact.

CORE COMPETENCIES

- ISO 20022
- Cross Border Payments
- Product Management
- Project Management
- Regulatory reporting
- Stakeholder Management
- Client Interaction
- Project Implementation
- Business analytics
- Issue resolution
- Basic Agile
- MS Office Suite
- Operations
- Data analytics
- Tableau
- Jira

EXPERIENCE

Data Transcriber, Machine Learning   **February 2024 – March 2025**
Sigma. AI

- As a Transcriber, I am responsible for converting spoken language into written text.
- Accurately transcribe spoken content from various sources such as audio recordings in written form, ensuring precision and completeness.
- Review and proofread transcriptions to eliminate errors, maintain high levels of accuracy, and ensure the final documents are coherent and reflective of the original spoken content.
- 2,500 Audio transcription per day is my speed.

Senior Associate, Product Manager   **May 2022 – November 2023**
National Payments Corporation of India (NPCI)

- Led the migration initiative for over 800+ banks in India, transitioning from the legacy ISO 8583 platform to a sophisticated XML messaging structure (ISO 20022 API-based) for IMPS, akin to the Faster Payments UK system. Collaborated with sales, marketing, and support teams, delivering regular updates to stakeholders and successfully completed the project within a 1.5-year timeframe.
- Successfully prioritized and attained a product goal of 500 million transaction volumes, surpassing targets with 101% in transaction volumes and meeting the revenue target of 100% resulting in 1.5 million pounds in annual revenue.
- Building strategies by using data from tableau to compare with peer products in the market in payments
- Addressed queries (3 per day), clarified compliance requirements (2 per day), and provided guidance on various operational processes to customers (5 per day) for smooth functioning of products.
- Compiling and generating a monthly report highlighting the key business activities of IMPS for submission to the Reserve Bank of India (RBI), the central bank of India, on a regular monthly basis.

Associate, Project Manager   **August 2021 – April 2022**
Enfusion Softtech

- Delivered high level of service to clients to both maintain and extend relationship for future business opportunities.
- Maintained tactical control of project budgets and timelines to keep teams on task and achieve schedule targets by using Smartsheets and Jira.(7 client projects simultaneously) Generated $12,000 per month per client for the services.

Deputy Manager, CMS payments: Product Support   **October 2018 – August 2021**
Axis Bank Ltd.

- Created product documentation to communicate upcoming features and products to internal teams.(3 features)
- Successfully executed the SFTP migration project, overseeing implementation with team members, internal and external stakeholders for 250+ banks within a 1 year time-frame.
- Delivered automation of reversal transactions for internal team which saved 1 hour per day.
- Tailored MT940 statements customizations (in bank's CBS Finacle) to meet client-specific requirements, aligning with their SAP and ERP needs for 20 requests per month.
- Managed the client onboarding sheet for payment gateways, utilizing the bank platform for efficient fund settlement for 40 requests per month, generating revenue of £50,000 per month.
- Overall generated revenue £10,00,000 per month for all the services provided, where overall throughput for the month was £71,00,00,000 per month

Associate, Remittances Operations under Cash Management   **February 2016- July 2018**
BNP Paribas ISPL

- Implemented precise routing procedures for cross-border electronic payments, including SWIFT MT103 and SWIFT MT202, to ensure accurate processing of 300 transactions daily in the Middle East region.
- This increased efficiency, allowed my department to reallocate one resource for other activities, given that the average person processed 150 transactions per day in the same region.
- Executed the booking of FX rates in the market for cross-currency transactions, including currencies like USD, EUR, GBP, etc.
- Gained insights into the activities of the Controls and Investigations team, aiding them in clearing outstanding and unreconciled entries and enhancing my understanding of the process (20 entries per day).
- Responded to query messages, such as MT195, with appropriate replies using MT196, and handled other free format messages like MT199 and MT999.(average 8 entries per day)
- Regularly updated Standard Operating Procedures (SOP) for FATF-related transactions to ensure the smooth functioning of the team.

EDUCATION
Bachelors of Financial Markets   **July 2015**

L.S. Raheja college of arts and commerce

CERTIFICATIONS

- Certified Investment Banking Operations Professional – Immarticus Learning – **December 2015**
- Blockchain: Certified Hyperledger Fabric business developer – Kerela Blockchain Academy – **May 2023**
- CSPO®: Certified Scrum Product Owner (Certificate ID -1996560) – Scrum Alliance – **September 2024**