DAYANANDA SAGAR COLLEGE OF ARTS SCIENCE AND COMMERCE

ShavigeMalleshwara Hills, Kumaraswamy Layout, Bangalore-560082 Internal Quality Assurance Cell (IQAC) Cell

Campus to Corporate Plus

Department: 3rd Semester MBA -BU

Date: 15-09-2020

SI. No.		Particulars	Event related Details					
1.		Event*	Webinar					
2. 3.		Title of the Event	Campus to Corporate Plus 15/09/2020					
		Date						
•	4.	Time	10.15-11.15am					
r	5.	Venue	Google meet					
	6.	Resource Person 1 Details (Profile to be enclosed)	Name: Mr.Sridhar Kubasad Organisation: Australia & New Zealand Bank Designation: Manager, Learning & Insights Area of Expertise: Finance Personal Mobile No:9886010700 Personal Email ID:sridharskubasad@gmail.com					
	7.	Topics Covered	Personal Email ID:sridharskubasad@gmail.com Personality & behaviour at corporate, corporate culture, skill set, grabbing the opportunity under pandemic situation etc.					
	8.	Resource Person 2 Details (Profile to be enclosed)	NA					
P	9.							
	10	No. Faculty Participants (Enclose a copy of names with signatures)	Internal:	9	External:			
	11	No. Student Participants (Enclose a copy of names with signatures)	Internal:	70	External:			
	12	Faculty Coordinator/s	Full Name:Prof.Tejaswini L K Department: MBA-BU Designation: Assistant Professor					
	13	Student Coordinator/s	Full Name:Kajal Register No: 19CQCMD057 MBA 3'd Semester Section 'D'					
14 Total Expenditure NIL (Details to be enclosed)								

,	No.	Particulars	Event related Details
	- 4	15 Sponsors and Amount (if any)	
		(Attach a copy)	Welcome Address by Prof. Tejaswini L K Webinar by Resource Person Interaction with Participants Conclusion remarks by Director
ĺ	1	7 Providethe link of the report uploaded on College Website	https://www.dscasc.edu.in/images/mba/Reports/15092020_MBABU- WEBINAR.pdf
ľ	15	Providethe links of the report uploaded on Social Media	https://www.facebook.com/pg/dscmitmbabu/photos/?ref=page_internal https://www.youtube.com/watch?v=Hs2ugoydtq0
	19	Report sent to Newspapers? If yes, provide cuttings/images:	NIL
	20	Certificates Printed? (Attach a copy**)	Yes
	21	Feedback Collected? (Attach a copy**)	Yes
	22	Attendance Sheet Attached?	Yes
		Summary of the Event (Around 100 words)	The webinar was part of student development program, an effort was to give brief insight about corporate culture at 2020. The topics covered are as follows. Components need to crack the interview. In todays' business world, where corporate is planning to replace the human resource with robots, the greater dilemma with respect to student is skill set to replace the robot, personality & behaviour to make a remarkable position in the company, corporate culture & adaptability, company expectations & key result areas. COVID influence on Job opportunities&its remediesetc. The session was very informative & student's feedback was good.
	E (a w e: fil	Photographs of the Event About5 relevant, clear, and appropriate photos with title and explanation. The jpg les need to be estached)	Yes.

Votes:

- Whichever column is not applicable, write as NA.
- If the nothing is done / gained / spent, write as No/NII.

Seminar / Webinar / Workshop / Symposium / Conference / Cultural Fest / Quiz / Sports / Literature Fest, tc.

^{*} Format Copy need to be attached and hard copy need to be filed Original sheet need to be filed and scanned copy should be attached

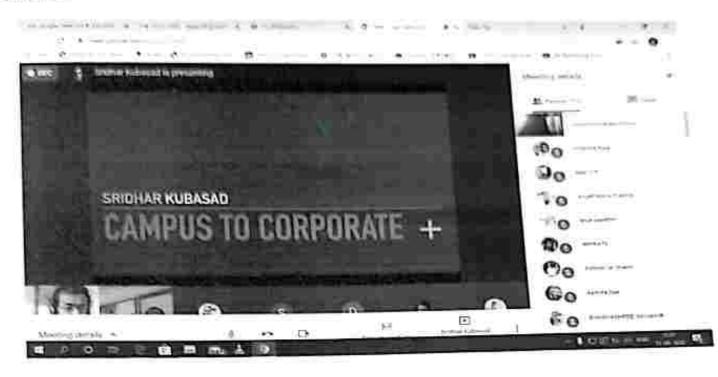
Event Coordinator

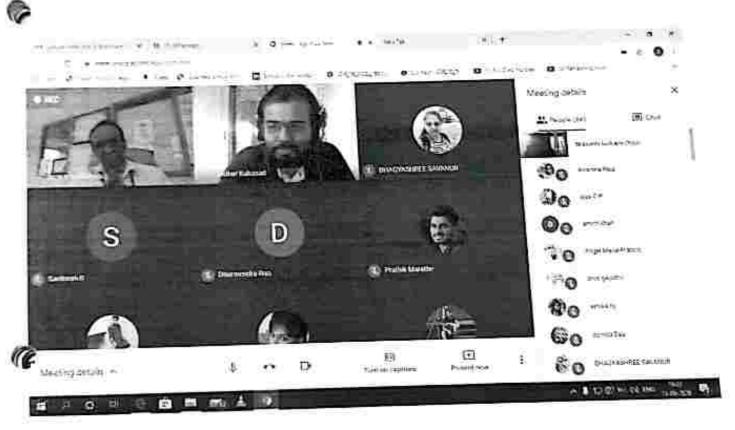
HOD/Director

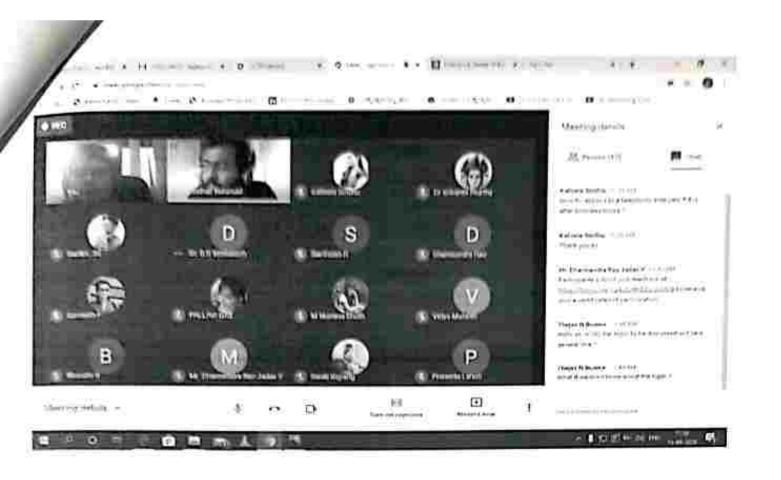
IQAC Coordinator

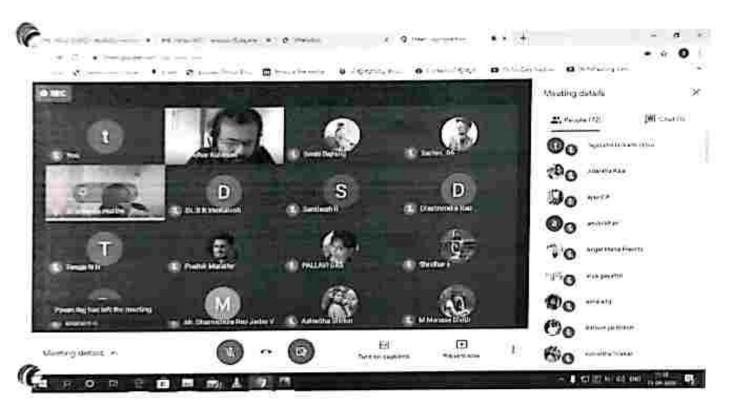
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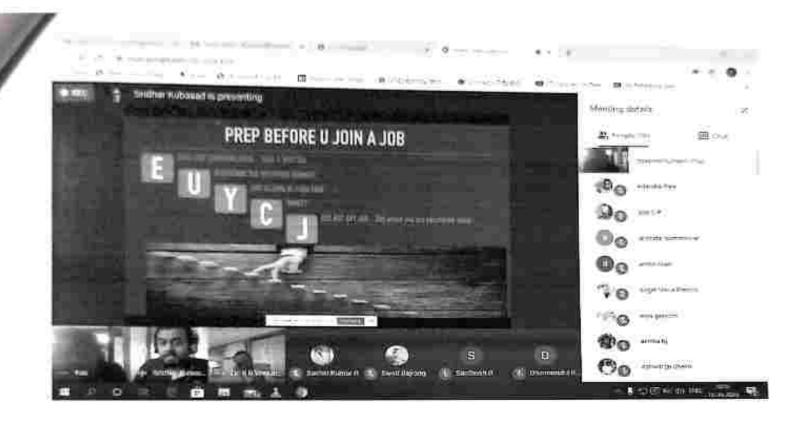
hotographs

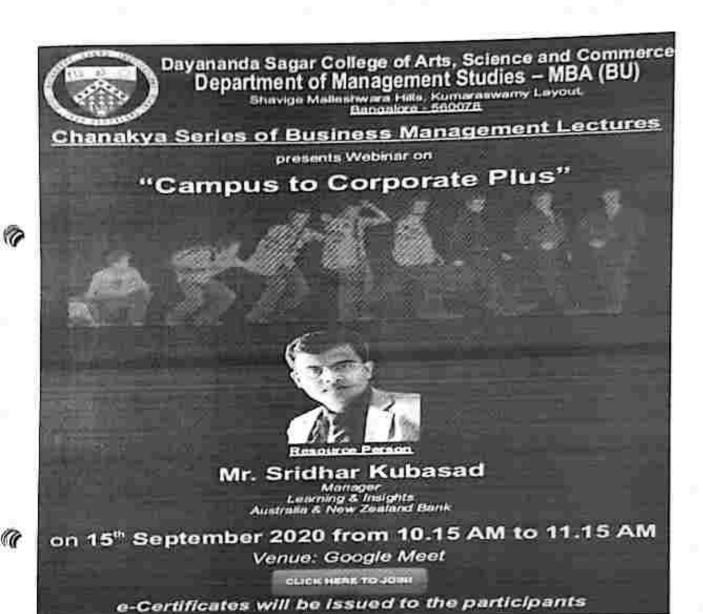












SRIDHAR SHANKAR KUBASAD Mobile: +91-9886010700

Email: sridharskubasad@gmail.com

Institutional Banking professional with over 13 years of experience in various facets of corporate banking which include Business Management, People Engagement, Client Transactional Insights, Payments & Cash Management and Operational Coach. Breadth of experience includes:

End to End knowledge of payments value chain, Onshore and Offshore Stakeholder management

2. Experience in deploying robotics and other digital tools in payments operations

3. Usage of a wide range of Analytical tools through the Payments Command Centre to manage Operational Rhythm and key contributor to transition of processes offshare and establishment of successful operational centres to create a differentially alue proposition

CAREER SUMMARY

- Set up and management of Payments & Investigations teams which are instrumental in processing and resolve queries received primarily through SWIFT payment system.
- In-depth knowledge of International Payment & Clearing systems, SWIFT, RTGS, MEPS, CHATS, EPCS, PDDTS, CNAPS for APAC
- Member of care delivery teamfor transition and set up of payment operations for SG, HX,PH,CH and Pacific countries in the Bengaluru Service Centre
- Conceptualized and implemented a novel self-learning initiative "CONVERGENCE" to improve productivity and reduce errors in payments teams across ANZ's service centers (Suva, BLR, Manila and Chenadul covering 1500 staff
- Client Transactional Insights- Analysis of client transactional details extracted from source systems for Cash. Trade, Loans and Markets data to identify opportunities to cross sell-products and services and augment revenue generation from existing clients
- Payments Operational Coach across Payments Operations delivery Centers, Developed Learning frameworks covering various levels of experience and expertise across operations. Delivered 8000+ haurs of process and functional training

ANZ SUPPORT SERVICES INDIA PRIVATE LTD

INSIGHTS & BUSINESS EXECUTION EXPERIENCE

BUSINESS EXECUTION MANAGER - (April 2017 - till date)

The Role is also expected to support Institutional Operations Leadership team by providing Management information and Decision Support related to Operational Metrics, Budgeting, Hiring, forecasts, analytics and early warning indicators to take corrective actions by analyzing data and present information to improve outcome.

Business management:

- Executive presentations: for COO, stakeholder, customer visits, external awards etc.
- People Day & Strategy Day: Organize People Day and Strategy for the Business.
- Business Scorecard: Liaise with all the businesses across three service centres to track and maintain the key metrics pertaining to People, Finance, Process and Risk. Metrics will be presented to the head of business as a part of Business review meeting with all the business leaders.

People: Diversity Ratio, PWD, Pride, Attrition Ratio, WIL, WIL etc.

b) Finance: To control our FTE positions and cost as per plan. Overtime hours, Leave Liability, Seat Utilization ratio, Travel expenses, Staff Welfare and Expense control (Finance report), Transport reports

c) Process: External errors, SLA misses.

d) Risk: Essential Compilance courses, Incidents, Open Audit issues, Operational Lasses, Breaches,

People Engagement:

- a. Rewards & Recognition framework: designed to recognize and reward the staff, also recognise staff completing their service.
- b. Management Connect session: Monthly connect session with diverse groups with the head of business.
- a. Rollout of new social and learning tools: Yammer–social platform tool. OWL Learning platform, Live Learn and Grow and Creating Digital Minds initiatives.
- Competency framework: Worked closely with business and vendor to implement Competency framework. for institutional operations (600 staff)

- e. Exclusive newsletters: Designed and released 2 newsletter specific to Business and People across three service centres.
- CSR: Organised CSR events on quarterly basis and provide opportunity for 85% of staff to complete their ŧ. volunteering activity.
- g. Pulse Survey: Bi annual survey rolled out across Business, results were analysed and insights were provided to Head of Business with areas to focus.
- Exit Interview: Quarterely exit interview analysis to all the business.
- Sports Day organised for 600 staff.

Client Transactional Insights

- Creation of quality & in-depth insights using data from transactions by translating numbers into specific actionable / discussion points and good end-to-end process knowledge
- Connecting insights across different products (exposure to transaction banking/lending via frontline or backoffice roles).
- Enrichment of content quality by connecting with product SMEs / Technology to identify and obtain data for analyzing new areas impacting our customers & frontline staff
- Understanding of company and the marketplace to make sound decisions to actrieve financial gools and grow the business with the ability to link the income and cost drivers of various products
- Familiarity with reporting tools such as QlikView.

LEARNING:

- Drive the Institutional Learning Lab initiative that is aimed at empowering operations staff to up-skill and re-skill, providing them with apportunities to avail of knowledge processing roles in line with
- Identify, Design and govern learning programs E.g. Cammunication workshop etc. Skills identification.
- Drive Learning culture: E.g. Learning Crew, CDM initiative etc.
- Designed the content for IO Learning Lab programmes which includes "IO Learning Lab: Basic. Intermediate & Advanced", "Wholesome Banker" and "10 Induction". Trained -9000 man-hours.
- Facilitated training on "Implementing Purpose across ANZ Cultural Transformation" for ~6000 man-hours
- Facilitated "MM-FinancialLiferacy Program" for B Schools, ITI students and blue collais for ~8500 manhours

OPERATIONS EXPERIENCE

Operational Coach - (October 2013 - April 2017)

Payments & Cash Management – Group Service Centre

- Developed a comprehensive training framework for new staff joining the Payments & Cash operations team. Launched the Induction Program across all 4 hub delivery centers...
- Implemented a Tri-Hub collaborative training program across Bengaluru, Australia and Manila processing centers to increase productly ity, error reduction and sharing algood practices
- Designed training plan for Asia Investigation capability in Bengaluru, Chengdu & Suva Service Centre
- Transitioned Hong Kong, Singapore, India and Vietnam Investigations work
- Designed and implemented unique Skill matrix and across 42 teams to enhance the cross skilling. upskilling, capacily management and workforce planning
- Facilitated the SWIFT training across Payments, Cash Operations, Investigations and Support Functions and Group service Centre. Created a training pool of Subject Matter Experts to share knowledge and best practices.
- Created specialized programs covering Risk ,Excel essentials: Client Service (BUPLAS) training to enhance processing and communication skills

Senior Enquirles Specialist New Zealand & APEA Investigations (July 2007-Sep 2013)

- Handled Institutional Clients enquiries on a day to day basis related to FX Investigation & resolution of all Nostro / Vostro Customer enquiries across different products and channels
- Investigation and resolution of enquiries relating to Phane banking, Transactive payments, Nastro mismatch, Internal accounts, Online Payments, ANZ Branch Enquries, Vostro and Reconciliation of our accounts for charges with corresponding banks
- Gained expertise warking on Category 1,2 and 9 Swift Messages

Singapore Payments & Investigations

- Design, build and manage International and Customer Payments Investigation processes for a learnal 3 members
- Networked with Key Senior stakeholders across Sales, Product, Account Management, Network Management and Transformation areas

- Improvising TAT of enquiries from customer and other financial institutions to enhance the customer experience
- Processed manual payments and handled recording/reconciliation activity.
- Stabilized the process by analyzing the international, fix system related issues by creating a workground to have high STP rate in the process.
- Responsible for team planning, client's requirement analysis, activity mapping and analysis, Salutian search and implementation.
- STP improvisation by utilising the inbuilt functionality of the systems as well as by contacting change management and product teams
- Implement internal controls to eliminate non-value added steps from the process.
- Monitor to ensure feam complies with Monatary Authority of Singapore
- Driving projects for process improvisation by adopting KAIZEN and measuring the progress by utilising AGHT methodology.

Project/ Product SME for PEGA SMART PROJECT:

- Worked as the operations SML on the project to design and develop a workflow tool (PEGASMART) for
 client enboarding registration, and client services and payments investigations teams across 9 Asian
 countries by closely working with technology team and the operations stakeholders. Played a key role
 in training staff on the application and liaised closely with technology team to resolve technical issues.
 This toundation built a scalable process and apportunity to move towards investigation STP.
- Part of successful change management to improve 10 days investigations file resolution rate from 60% to 95%.

PROJECT EXPERIENCE

Setting up of Payments Investigation/Processing in China - 2011

- Led the set-up of the Payments & Investigation feam in China at the Chengdu delivery center
- Worked as a member of the core team at ANZ Changdu, operationalizing products and processes responsibilities included preparing the procedural documentations, process mapping, training the payment investigation and processing team on products processes and systems and, handling escalations.
- Worked closely with the learn to reduce the error percentage and achieve key quality metrics on par with ANZ Melbourne and ANZ New Zealand. Metrics include Quality, TAT, SOH of Enquiries and reduction in aging of Files.
- Payment investigation and processing team and to handling escalations.

Incubation of the Training team in Manila, Philippines 2014

 Set up training team in Manita service center by accrediting local trainers on Induction program & SWIFT (Basic and Advanced) workshop

Capability build- Client Services - Chengdu, China - 2016

- Responsible for developing the detailed training framework and delivery of training for set-up of the new Customer Service feam in ANZ's Service centers (Chengdu & Manila)
- Delivered training on General Banking, Payments products, clearing houses, processes, systems and intrastructure across 5 countries

FIDELITY INVESTMENTS PRIVATE INDIA LIMITED (June 2007-March 2009)

- Provided retirement solutions to clients at "PFIZER" by calculating retirement benefits through various plans like Warner Lambert Retirement Plan & Pharmacia Retirement Annuity Plan.
- Transitioned 2 new retirement plans (PRAP, WLRP) for Pfizer over teleconference

Rewards and Recognition

- Award for covering diverse and highest participants for Money Minded Program 2017, 2018 & 2019
- Purpose Champion for Bengaluru Service center 2017
- "Outstanding Excellence Award" from CEO, Singapore 2013
- Winners of Master of Banking Program in 2013
- Winner of Take Charge and Stand Out Award from Managing Director, Bengaluru 2013
- "Respect" Value award from Board members of ANZ Australia for being the Quality excellence champion for the team to help eliminate inefficiencies in the process and achieve high quality with minimal error - 2010
- Zero Defect GOLD Award for the Client "PFIZER" 2009

Skills

- Excellent communication
 - Stakeholdermanagement
- Negotiation & Conflict Management
- Vendor Management
- Team management
- Influential

Certification:

- "SWIFT" trainer for MT 1 . 2 and generic messages
- Completed Masters in Banking at ANZ Bank
- Accredited from Australia to facilitate "5 day program on Customer Centricity Program"
- Certification in Banking Analytics from Manipal Global Academy.
- Accredited from Singapore to facilitate "Advanced Singapore Secrecy Program".
- Accredited trainer in "Money Minded Financial Literacy Program"
- Certificate in "Cultivating A Growth Mindset"

Seminars:

- Manual Testing Course from Systems Domain No practical experience
- Statistical package for Social Science Certification course

Education qualification:

Qualification	Year	Percentage
BBA	2007	79%
Pre-university College	2004	59%
Secondary Education	2002	76%

The above mentioned details are true to the best of my knowledge.



Dayananda Sagar College of Arts, Science and Commerce Department of Management Studies MBA - BU Programme Flowing Mades hours Hills, Kumarassaning Layout, Disapplicate Second

Chanakya Series of Business Management Lectures

-Certificate

This is to certify that

Tejaswini L K

has successfully participated in the webinar titled

"Campus to Corporate Plus"

delivered by

Mr. Sridhar Kubasad, Manager, Learning & Insights, Australia & New Zealand Bank

Date: 15" September 2020

Certificate IO FWF6JQ-CE000015









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Timestamp	Usemanie	Full Name (as it should appear in the e-certificate with relevant titles like Ms. / Mr. / Prof. / Dr. etc.)	Your feedback on the	Your suggestions to improve the future webinars:
2020/09/14 11:23:10 AM GMT+5:30	dharmu@gmail.com	Mr. Dharmendra Rao, Jaday		
2020/09/15 11:48:40 AM GMT+5:30		Praful S	Nothing	Nothing
2020/09/15 11:48:42 AM GMT+5:30	srikanta67@gmail.co m	Dr. SRIKANTAMURTHY M.R.	GOOD	NA CONTRACTOR
2020/09/15 11:48:43 AM GMT+5:30	nayana1821@gmail.c om	Prof. T. NAYANA	Good	
2020/09/15 11:48:48 AM GMT+5:30	aryagayathri14@gmai I.com	Arya Gayathri C K	Very useful	No
2020/09/15 11:49:05 AM GMT+5:30	mantuhugar3693@g mall.com	Mr.Mahantesh Hugar	Very useful	Nothing
2020/09/15 11:49:13 AM GMT+5:30	praneetalahoti52@g mail.com	Praneeta lahoti	Very helpful	More about how to tackle job interviews & resume.
2020/09/15 11:49:15 AM GMT+5:30	bharathimanya22@g mail.com	Ms.Bharathi R	Excellent	Everything is good
2020/09/15 11:49:18 AM GMT+5:30	kisherkumar16@gma Il.com	Mr.Kisherkumar Mayanglambam	Good	NA
2020/09/15 11:49:35 I	Ichethan475@gmail.c	Mr. Chethan L	It was the one of the Best session.	None

2020/08/15 11:49:42 AM GMT+5:30	harshithasgowda261 1@gmail.com	Ms. Harshitha G S	Very informative session	
2020/09/15 11:49:45 AM GMT+5:30	chaitrashanubog@g mail.com	Ms Chaitra S Shanubog	It was informative	Nil
2020/09/15 11:49:59 AM GMT+5:30	kadambini_katke@ya hoo.com	Kadambini Katke	Good	Good, no Suggestions
2020/09/15 11:50:07 AM GMT+5:30	vijanbu@gmail.com	Dr.J. Vijaya kumar	Very nice	Good
2020/09/15 11:50:09 AM GMT+5:30	shambhavify@gmail. com	Ms. SHAMBHAVI FAKKIRAPPA YARAGUPPI	Webiner was very insightful and helpful.	Thank you for such a wonderful session.
2020/09/15 11 50:33 AM GMT+5:30	nikitakatrale1997@g mail.com	Nikita Dhanyakumar Katrale	good speaker	time
2020/09/15 11:50:35 AM GMT+5:30	santheshdsi: 132@gm ail.com	Santhosh R	A good webinar depicting the aftermath of college	Please be in a fixed time boundary.
2020/09/15 11:50:35 AM GMT+5:30	tejaswini@dayananda sagar,edu	Tejaswini L K	Excellent	Article writing
	azraahmed@dayana ndasagar.edu	Prof. Ameer Asra Ahmed	Good	None
YES CONTRACTOR SERVICES TO SERVICE TO SERVICE THE SERV	sachin cs3345@gmai l.com	Sachin Yaday D M	It's was a effective information And informative web nar	Improve the video quality.
15[65]USS686[USS]USS [USS66]	sindhu66642@gmail. com	Ms. Jayasindhu Kalivela	It was really very informative and knowledgeable, title perfectly metohes the content.	If topics relating to interview pattern in pandemic situation included, then it would help a lot

2020/09/15 11:59:09 AM GMT+5:30	lavanyabr1998@gmai Lcom	Lavenya B R	it is good and got useful information	No
2020/09/15 12:01:28 PM GMT+5:30	Market Company Company Company	Mr Nanda Kumar S	It's wonderful and informative session	None
2020/09/15 12:01:33 PM GMT+5:30	roshanshettyel@gmai I.com	ROSHAN E L	Good	Nothing
2020/09/15 12:01:36 PM GMT+5:30	vinuthamt1996@gmai I,com	Virutha MT	Good	Informative
2020/09/15 12:02:15 PM GMT+5:30	jebasneha1997@gm ail.com	JABA SNEHA S	Very informative	No
2020/09/15 12:03:38 PM GMT+5:30	megdixith.08@gmail. com	Ms M Megha Dixith	Very informative	Nothing as such
2020/09/15 12:03:40 PM GMT+5:30	mandixiin.98@gmail. com	Ms M Manasa Dixith	Good	Nane.
2020/09/15 12:03:59 PM GMT+5:30	rakeshjadhav1997@g mail.com	Mr. Rakesh S Rao	It was wonderful	More webinars like this would be helpful for students as it gives boos to them not to lose hope during this pandemic
2020/09/15 12:04:00 PM GMT+5:30	udayanagasriram@g mail.com	Udayanaga Sriram S	That was very very helpful	No suggestion ,it's best weblinar
2020/09/15 12:07:04 PM GMT+5:30	madhusudhanan404 @gmail.com	Madhusudhanan P	Very useful	No suggestions
2020/09/15 12:11:24 PM GMT+5:30	rsachinkumar555@g mail.com	Mr. Sachin Kumar R	Informative	Nothing
2020/09/15 12:11:42 PM GMT+5:30	swatigoud456@gmai .com	Mş swati	It was an informative sessio	n To have more sessions further

Nothing	Sir	Ms. GV Usha	ushabhoslegv1609@ gmall.com	2020/09/15 12:30:01 PM GMT+5:30
	The session was more informative and gave an idea on how we should foresee ourself in the competitive corporate sector. We consider and apply your words which means a lot in todays			
Please organize one more session with Mr kubsad on "How to face interview".	Very informative session. learnt many new things about corporate requirements and behaviour.	Ms. Ritu Paryani	ritumparyani@gmail.c om	2020/09/15 12:21:33 PM GMT+5:30
Could you piz conduct a webinar on business development(skills required and in meeting to standard of its job description and specifications)	Excellent	Mr. Nithin K	nithinkrishna91296@ gmail.com	2020/09/15 12:17:34 PM GMT+5:30
Waiting forward to attend and having him in physical seminars.	to hear and realy enjoyed Vistening to him.	Mr. Nagaraj Naik	nagaraj006nk@gmail .com	2020/09/15 12:17:24 PM GMT+5:30
No suggestions it was good		Mr.SHRIDHAR K	kshridhar875@gmail. com	2020/09/15 12:16:28 PM GMT+5:30
No suggestions from my side it was one of the best series aiready.	I would say that this was best one till now as we got to learn and know so many things from Sridhar sir thank so much for helping us to come out from our safe shell and I would definitely work on all of the things you said to us today thank you so much sir again. With regards. And well wishes.	PALLAVI DAS	daspallavi2424@gma il.com	2020/09/15 12:16:02 PM GMT+5:30

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2020/00/18 11 61 62 AM GMT+6 30	ejayon743@gmail.co m	Mr Ajay u p	Gli u give me more Information about Co Operate world t list o way of speech Inank ir sit	Give me more and more information
2020/08/15 11 52 58 AM GM1+5 30		Mr. Thejes B N	Expellent and Informative	None
2020/09/15 11 53:10 AM GMT+5 30	vidyamatiestiD89@gg mail.com	Vidya shree M	Webliner was really good and informative. It was an eye opening session for us and look forward to more such sessions.	This webinar was effective and informative, i would suggest to have more such sessions where we can groom our self to improve our skills according to corporate
2020/09/15 11 54 01 AM-GMT+5 30	immanuelraj088@gm ail.com	hmmanuel Roj	Very Informative webinar	Nothing as such
2020/09/15 11:55:32 AM GMT+5:30	pragyat046@gma/i co m	o Pragya	Informational	NII
2020/09/15 11:55:56 AM GMT+5:30	5 kumar prasanna 200 6@gmail com	B Prof. Col Prasanna Kumar	Stretched far too long. The speaker was not systematic in his approach and went all over the place, using lot of pedestrian examples. He locked "Tact" in dealing with a audience.	The talk could have been more
2020/09/15 11:57:47 AM GMT+5:30	7 hanshloki97@gmail. om	Mr. HARISH L	Very Informative and had go content	Nothing