

Logesh Nithyanantham

Asst Manager –
Portfolio Reporting



Chennai, TN



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Domain Skills

- ❖ Portfolio Reporting & Analysis
- ❖ Client Relationship Management
- ❖ Operational Management
- ❖ Performance Measurement
- ❖ Data Visualization
- ❖ Client Communication

Industry Expertise

- ❖ Digital Media Marketing
- ❖ Finance & Accounts
- ❖ Banking
- ❖ Mortgage
- ❖ Health Care

Education

BSC – Computer Science

Dr. NGP Arts & Science College
Affiliated To Bharathiyar University
(2007- 2010)
Coimbatore.

Certifications

- ❖ **PMP® - JAN 2020**
Project Management
Professional
(Project Management
Institute, USA)
PMI ID: 5933434

Executive Summary

A result oriented multiskilled professional with over all **10 years 8 Months'** experience with Portfolio Reporting & Analysis in the Outsourcing & Technology industry. Coordinate and lead all Governance activities for global clients. I bring forth a unique set of knowledge and skills, which include an in-depth understanding of Business Processes and Project Management.

Work Experience:

04/2023 – Present

Asst Manager – Portfolio Reporting Annalect India, Chennai, TN

Managed portfolio reporting processes, ensuring timely and accurate delivery of performance reports to clients.

Responsible for defining key performance indicators (KPIs) and establishing the Business Unit Level targets set by Enterprise Leadership Team.

Regular performance reviews of Utilization, Quality & TAT and establish improvement plans. Plan process control parameters and ensure follow-up on execution.

Collaborated with Client Success teams to analyze portfolio performance, attribution, and risk metrics.

Collaborated with Finance teams and Prepared the Opportunity lost reports analyze like revenue leakage, bench reports and billable ratio.

Assisted in portfolio data collection, reconciliation, and performance dashboard on monthly/quarterly Reports and prepare the business score card across the business functions and Org level.

Conducting the survey (CSAT& NPS) across the global clients with quantitative questionnaire designed by Enterprise leadership team.

01/2022 – 11/2022

PMO - Operations Thryve Digital Health, Chennai, TN

Support the resource management task to create/update their open resource requests by proposing candidates and responding to requests for information promptly.

Provide and maintain a Demand & Capacity for planning and resource tracking service across the client Projects.

Performed administrative and management activities for creating oracle event task and providing the project access to the resources for timesheet submission.

Manage and generate the oracle reports along with client management teams, individual resources and project managers to monitoring and updating the actual resource utilization against the billing file.

Create Bi-weekly consolidated project reports for client and publish the same to upper-level management teams along with updated project progress and successes.

Monitoring and analyse the day-to-day production issues and troubleshoot problems through to resolution for the with internal/external Apps and publish the smiles day report on monthly basis along with Impact/non-impact days and mitigation plan.

Soft Skills

- ❖ MS Office
- ❖ Document Flow Manager
- ❖ Incident Mgmt. Tool
- ❖ Amigo (Forex)
- ❖ CRM
- ❖ Service HUB
- ❖ Oracle
- ❖ Replicon

Personal Information

DOB: 12- Feb- 1989

Gender: Male

Passport Status: Yes

Father name: A. Nithyanantham

Marital Status: Married

Languages: English & Tamil

Address: Dharmapuri, TN

08/2020 - 11/2021

Freelancer

Self Employed - BPO Operations

Data validation against the metrics and preparing the PPT Dashboard for Leadership Team.

Processing on day-to-day operation documents like summons and affidavit,

Validating and Submitting in client system (Citrix) and share the consolidated reports to management.

02/2018 - 03/2020

Portfolio Lead Specialist - Banking Operations
Unimoni GBS Pvt Ltd, Chennai, TN

Coordinated with Project managers to support delivery of Transactions tracking progress like Swift, Telex transfer, Flash Transfer...

Maintained a track of all transaction progress, evaluated it on a regular basis and informed to country head & clients on same.

Assisting the Operations Manager for contributing to Quality Reviews, and coordinating activities in support of quality objectives.

Responsible for UAE/UK/Australia and Malaysian stakeholders and retail operations support teams to support new service delivery both during deployment and in sustainment.

Ensure standardized quality and performance monitoring including definition, processes, measures, tools, KPIs and controlling.

Coordinated with managers for transition activities related to taking solutions and handing them over to Operations in the live production environment.

05/2011 - 11/2017

PMO - Finance & Accounts Operations

Accenture Solutions Pvt Ltd, Chennai, TN

Centrally coordinate PMO activities for all managed Client account status tracking, communication to executive stakeholders and ownership of monthly governance and reporting processes.

Responsible for point of contact for client end-communicating about daily/weekly status, deadlines, and working to obtain detailed information to adequately support the Project Manager

Consolidation and analysis of the data collected from Operations status information, comparing results with baseline and communicating the status to management & Clients for review.

Maintaining a positive relationship with clients by proactively, efficiently, and effectively understanding their needs and solving their requests

Responsible for post-go live activities: create reporting and analytics and, host daily production huddles to isolate production issues for communication to field, etc.