
Suman Samaiya

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Personal Summary

I'm a professional with six years of solid experience in financial analysis, audit support, and compliance regulatory operations within global financial services. Skilled in reviewing complex financial documentation, ensuring adherence to regulatory standards, and delivering accurate, audit-ready outcomes. I am looking to bring my skills in financial operations and compliance, where I can help improve processes and support smart decisions. I'm someone who enjoys keeping things organized, whether it's managing escalations, training new team members, or improving day-to-day processes. I'm always up for it and love finding better ways to get things done.

Skills

- Salesforce (Sales Cloud/Service Cloud)
- Jira and Confluence
- Workday, Oracle
- Excel
- Power BI
- MS Word
- Query resolution
- Quality control
- Compliance monitoring
- Quality assurance
- Strong interpersonal and team collaboration skills
- Handling escalation
- Arranged weekly and monthly meetings
- Updating SOPs on time
- Team productivity review
- End-to-end Accounts Payable Management
- Payments: BACS, CHAPS, faster payments, ACH, check

Education

Pune University - Pune, Maharashtra | MBA

Master of Business Administration - Finance, 06/2018

Pt. Ravishankar Shukla University - Raipur, C.G | Bachelor of Business Administration

01/2016

Work Summary

Detail-oriented and results-driven compliance and audit professional with six years of experience in total, including two years in financial analysis (accounts payable, accounts receivable, and reconciliation), over four years in audit support, and compliance regulatory operations within global financial services; insightful senior process analyst known for high productivity and efficient completion of tasks. Specializes in process optimization, data analysis, and workflow management, ensuring streamlined operations. Proven expertise in managing large-scale data reviews, resolving discrepancies, and collaborating with cross-functional teams to meet critical deadlines, adept at using tools like Salesforce, JIRA, Confluence, and Microsoft Office to track workflows, maintain compliance documentation, and drive continuous process improvement. Now seeking to leverage this expertise in a governance, risk, and compliance (GRC) role to help clients meet evolving regulatory expectations and industry best practices, I excel in problem-solving, communication, and leadership, leveraging these skills to drive continuous improvement and achieve operational excellence.

Experience

SR. PROCESS ANALYST (AUDIT SUPPORT AND COMPLIANCE) | 08/2020 - 08/2024

Principal Global Services

- Reviewed financial and client documentation (401(k) plans) to ensure data accuracy and alignment with audit and regulatory requirements, contributing to error-free compliance outcomes.
- Liaised between offshore and onshore teams to resolve data discrepancies, raising tickets through JIRA and ensuring timely, compliant resolutions.
- Maintained and updated Salesforce records based on client-submitted documents, capturing critical compliance details such as plan identifiers, participant data, and distribution types.
- Oversaw end-to-end documentation and workflow management for payout processes, ensuring audit readiness and adherence to internal controls and regulatory expectations.
- Conducted quality checks on data submissions, proactively identifying risks or gaps and implementing corrective actions to strengthen compliance.
- Delivered audit support within defined SLAs and turnaround times, consistently meeting client deadlines in a fast-paced, compliance-driven environment.
- Led process improvement initiatives to enhance documentation quality, accuracy, and compliance, including updating Standard Operating Procedures (SOPs) and best practices.
- Managed and trained a 13-member team, ensuring that compliance requirements were embedded in daily operations and that team members were upskilled on evolving standards.
- Collaborated with cross-functional stakeholders and auditors to ensure audit deliverables were precise, timely, and aligned with compliance standards.
- Proficiency with systems like Salesforce, JIRA, and Microsoft Office, Adobe Acrobat working effectively in a tech-enabled, regulated environment.

PROCESS ANALYST | 06/2018 - 08/2020

Gallagher shared Services

- Handled end-to-end finance operations with a focus on Accounts Payable (AP), Accounts Receivable (AR), reconciliation, and credit management.
- Received documents via email, including ledger data, plan agreements, and credit agreements, and processed them weekly to ensure accurate ledger reconciliation.
- Prepared monthly statements by extracting and converting data from PDFs to Excel in a standard reporting format.
- Quoted data into internal systems, ensuring inclusion of all relevant details, like plan names, effective dates, tenure, installment count, interest rates, and signatures, to align client ledgers with sub-ledgers.
- Executed the reconciliation of various accounts by identifying posting errors or omissions, and applying appropriate accounting standards.
- Dealt effectively with internal and external onshore client queries (primarily from Glasgow, Scotland) via email and calls, providing timely resolutions to credit control issues.
- Processed multiple daily scheduled payment batches, and arranged BACS, CHAPS, and Faster Payments while preparing and validating remittances to ensure accuracy prior to approval and communication to clients.
- Demonstrated strong knowledge of end-to-end financial processes, contributing to process improvement, and data integrity.
- Generated various ad hoc reports, including mentoring logs, training updates, and SOP revisions for submission to the Assistant Manager.
- Exhibited excellent communication skills, enabling effective interaction with stakeholders across organizational levels, and cultural backgrounds.
- Scheduled (basic and advanced) training sessions, on-the-job (OJT) classroom instruction, and individual shadow training for new hires.
- Authored and maintained Standard Operating Procedures (SOPs), ensuring consistent and accurate updates in alignment with evolving business practices.

Achievements Awards

- Received the Quarterly Excellence Award within the first eight months at the second organization for high efficiency and productivity
- Recognized as 'Star Performer of the Month' on multiple occasions for contributions to the process
- Submitted several Kaizen initiatives focused on process improvement, error reduction, and time-saving strategies using Excel automation

Accomplishments

- Consistently ranked among the top performers in terms of productivity and accuracy within the team, maintained 100% adherence to SLA timelines across all deliverables
- Submitted several Kaizen initiatives focused on process improvement, error reduction, and time-saving strategies using Excel automation

Hobbies and Interests

- Photography
- Travelling
- Cooking

Activities

- Actively participated in Corporate Social Responsibility (CSR) initiatives, and various Corporate Cultural Activities