

# Mohammed Amanullah Khan

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A result oriented professional with 16 plus years of rich experience in Banking & Financial Services with diverse exposure and expertise in **Crisis Management, Business Continuity, Business Impact Analysis, Risk Management** - covering Operational, Compliance, Regulatory and Audit – Quality Assurance, & **Operational Excellence**

- Bank of America **Green Belt Certified** – Lean Six Sigma multi-generation project on Demand Reduction
- Certified **ISO 22301 Business Continuity Management System Lead Auditor** from IGC
- Bank of America – Risk Compliance Management certified

## Executive Summary

- A Strategic leader and dynamic go getter, with the desire to remain on a cutting edge. Expertise in Building strong resilience culture in multiple businesses, expertise in business impact analysis, handling E2E transitions re-engineering and business optimization
- Development, implementation and maintenance of the BCP program including governance policies and standards
- Proficient in effective Risk Management across lines of defense; identifying significant issues, mitigate and monitor risk associated with the processes
- Resourceful at maintaining strong relationship with all stakeholders and ability to clearly articulate with Senior leaders, Auditors, Business partners, Upstream and downstream Business Units, internal clients to achieve Service Excellence and maximize value beyond delivery
- Experience in People Management function and working with colleagues across sites and regions. Possess excellent interpersonal, communication and organizational skills with proven abilities in associate development and talent planning
- A proactive planner with dexterity in identifying & adopting emerging trends with an eye to innovate for efficiency, strengthen risk controls, resiliency culture, crisis management and six sigma/LEAN to achieve business objectives
- Drive and contribute effectively at Enterprise level remediation efforts and site level strategic priorities
- Proven success in managing all aspects of Internal Audit including pre-audit, concurrent audit and post audit activities during Business Continuity Management & Testing

## Tools

- **Continuity Planning Tool**
- **BCMS Tool**
- **Remedy Tool**
- **Archer Tool**

## Academic Qualifications

- Master in Business Administration (Finance) from Indian School of Business Management and Systems
- Bachelors in Commerce (Accountancy) from Osmania University

## Awards & Recognitions

- **Silver Award** – Q1 2020, Q3 2019
- **Bronze Award** – Q1 2021, Q2,Q3 2019, Q4 2017
- **Process Champion Award - 2014**
- Recognized with **Certificate of Appreciation** from the LOB for successful migration of global project
- Service Medallion Award and 10<sup>th</sup> Year Completion Memento

## Professional Experience

**Organization :** Bank of America Continuum Solutions India Pvt. Ltd.  
**Duration :** June 2017 till date  
**Designation :** Senior Manager, Manager (Global Business Continuity & Resiliency Team)



### Job Profile & Description

#### Engagement, Planning & Testing Team:

Provide end to end consultation to the assigned stakeholders and have a strong resilience culture in place, conduct awareness sessions with stakeholders to prepare for, respond to and recover from any given event or business disruption. Handling a team to supporting Consumer and Wholesale banking portfolios. Identifying gaps and remediating within stipulated timeframe. Monitoring the High Risk Processes and working on recovery capability activities and helping to identify the right strategies as per business criticality. Closely working with migrations team on new migrations and change requests and providing inputs and feedback.

#### Responsibilities

- Responsible for the development, implementation and maintenance of the BCP program including governance policies and standards
- Direct Implementation of business recovery plans, technical recovery plans, business impact analysis, risk assessment to ensure timely recovery of operations
- Identifying Risk in process and raising gap on Risk Tracking Tool
- Integration and collaboration with the internal and external stakeholders
- Participating on formulation of recovery strategies as per different impacted scenarios
- Capture the resiliency gaps under the risk system of record
- Manage Disaster Recovery projects & conduct scenario based testing programs
- Responsible for staying abreast of and in compliance with regulatory requirements
- Reporting metrics to measure the state & effectiveness of the Business Continuity Program
- Audit the Business Recovery Plans and Technical Recovery Plans and provide recommendation to the line of business on remediation of the gaps
- Contributes to the completion of Vendor service provider business continuity due diligence reviews
- Schedule Integrated and Standalone tests as per BIA rating across locations
- Review & validate test scenarios and ensure signoffs are finalized for test documentation
- Support BC management during all emergency or regional crisis with appropriate monitoring and reporting of the event
- Maintenance of Emergency Notification Associate Communication Tool (ENACT) for employees contact information
- Participate in the CMT meetings and socialize with relevant stakeholders
- Mentoring, supervising and managing a team of 2 members
- Monthly dashboard reporting and escalation to the senior leaders
- Ensuring Line of business adherence to the business continuity standards and procedures (BIA/BRP/TPI/TRP/Testing and Quality Review)
- Leading New Hire Orientation program conducted for new employees joining bank
- Train and create awareness on various BCM tools and lead awareness campaigns on BCM
- Annual review of Business Continuity Bank Standards and provide recommendation for any required changes

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**Organization :** Bank of America Continuum Solutions India Pvt. Ltd.  
**Duration :** Aug 2013 to Jun 2017  
**Designation :** Assistant Manager (Global Business Continuity & Resiliency Team)



## Job Profile & Description

### Testing & Governance:

Team caters to end - end Testing activities for all BRP's TRP's which are scoped in for testing as per location wise for Integrated and Standalone scope. Schedule engagement calls Pre, Concurrent and Post and support stakeholders in updating their plans and gain access for their test records, perform audit and share feedback on a regular basis. Update plans as per request raised on PMO site, manage the queries raised and resolve within the given SLA.

### Responsibilities

- With the objective of being compliant, perform audit review to identify gaps and risks, recommend mitigation strategies and monitor for remediation
- Perform analysis on test records which are not auctioned and escalate to higher management (SVP level)
- Publish weekly reports across all the businesses
- Review processes against standard checklist through process walkthroughs, review documentation, assess open and closed issues
- Assist all BRC Managers in every BCP communications through e-mails and calls
- Worked closely with the Planning, Testing & Governance team for PAN India
- Checking all Plans active for different businesses before the Integrated test scheduled as per calendar
- Initiate Pre and Post Integrated test calls to brief all businesses on the Do's and Don'ts
- Send e-mails with the BCP standards for the information which has to be used during the Integrated test
- Performing Standalone test for the New and changes in the business accordingly
- Guiding businesses on their upcoming Strategy test with the artefacts and approvals required to meet BCP standards
- Checking on the artefacts and approvals uploaded on the application and monitor closely
- Performing Quality review on the artifacts submitted by business and raising call logs
- Sending Problem Logs to Senior Leadership for not meeting the Business continuity standards
- Closing the problem log on ARCHER and sending required test results accordingly
- Performs risk analysis for corporate functional areas to identify points of vulnerabilities
- Reporting the metrics on monthly basis as per Global Delivery Leader level, PAN India
- Support 4 different locations across PAN India – HYD, GGM, MUM & CHN
- Identifying scope in the current system for improvements and driving them through projects
- Monthly dashboard reporting for the overall support provided and merge with the global dashboard
- Provide monthly updates to the Leadership team and explore opportunities to get support by sharing specific issues and challenges with the account

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**Organization :** Bank of America Continuum Solutions India Pvt. Ltd.  
**Duration :** Jun 2009 to Aug 2013 (Middle Management)  
**Designation :** Team Developer, Team Leader Operations



### Global Treasury Operations Reconciliation & Audit Team:

GTO Account Reconciliation team perform processing on Implementation, Positive Pay and Payee Positive Pay queues & perform audit, risk reporting for Global teams across various businesses covering US region as per the set guidelines and provide systematic feedback on a weekly, monthly and Quarterly basis and reinforce highest quality standards across businesses. Team analyze and share potential opportunities which impacts the end client experience and additionally helps to strengthen the controls from risk standpoint. Continually enhance the program and conduct process review, assess KRI and KCI and ensure all critical high risk request types are audited effectively as per the set guidelines. Expanded the program to Canada region.

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## Core Competencies & Responsibilities

- Lead team members from across sites and ensure they meet performance metrics against set objectives
- Lead Audit, Risk review & Infosec audit for entire Account Reconciliations with ZERO findings
- Manage & Update the BPM, BRP, BIA, SLIA and Change Orders and keep it current
- Lead the PCR (Process Governance Review) and closed the same thrice with ZERO open items
- Update BCP documents from Significant and Material change and be Compliant as per Standards
- Lead the BCP tests for the process with test scores of 5 i.e. "Strong Assurance"
- Review & Provide monthly Process Risk Assessment Scores
- Lead associate engagement for GTO and "SMART" Committee - responsible for driving associate engagement initiatives along with associate development across sites and region (India & US)
- Have been instrumental in achieving a Good Rating in Group External Audit
- Analyze Management reports and business requirements to effectively utilize resources
- Conduct performance reviews, Coach and develop team members, provide ongoing feedback and recognition
- Develop process related procedures and strive for constant enhancements using various tools and techniques for a simpler and effective way to handle the process

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**Organization :** Bank of America Continuum Solutions India Pvt. Ltd.  
**Duration :** Dec 2005 to Jun 2009 (Processing Associate)  
**Designation :** Team Member, Senior Team Member



### Job Responsibilities

- Meet performance metrics against set objectives
- Provide trainings, handle complex queries and resolve escalations
- Contribute through identifying risk issues, process improvement ideas and drive team engagement

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**Organization :** Acuserv BPO Service Centre Pvt. Ltd.  
**Duration :** Sep 2004 to Nov 2005 (Processing Associate)  
**Designation :** Loan Officer, Senior Loan Officer

### Job Responsibilities

- Meet performance metrics against set objectives
- Acted as liaison between loan officers, underwriters, and customers, ensuring adequate pricing of individual risks through proper classification, accuracy of information and adherence to company underwriting standards and philosophy
- Directed, coached, mentored, and trained a team of 12 knowledgeable loan officers. Created, implemented, and drove strategic plans to maximize loan officer performance and sales
- Reported directly to the Assistant Vice President & monitored training calls

## Personal Details

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