

# LIPA SENGUPTA MAITRA

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**COLLABORATIVE LEADERSHIP •• CONTINUOUS IMPROVEMENT SPECIALIST •• QUALITY OUTCOMES**

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## PROFILE SUMMARY

A highly organized, resourceful and personable Operations professional with a track record of success combining strong business acumen and analytical skills; specializes in supporting people, processes and systems and delivers key insights for continuous improvement. Known for being a genuine team player who adapts quickly to changing priorities and meeting tight deadlines. Builds positive working relationships with all levels throughout an organization. A confident communicator with the proven ability to skillfully gather and interpret data, present recommendations to senior management, for data driven decision making. Cultivates an engaged, high performing and inclusive work culture.

### Areas of Expertise:

- Leadership & Support
- Relationship Management
- Fraud Analysis & Investigation
- Engaging Business Units
- Strong Business Acumen
- Continuous Improvement
- Service Performance Measures
- Analytical & Reporting Skills
- Sound Recommendations

**Computer Skills:** Proficient with Workday, HRIS, SharePoint, iManage, Enterprise Case Management system like ACE, Actimize; IT Service Management tools like ServiceNow, Experience with SQL databases, Microsoft Office 365(Outlook, Word, Excel and PowerPoint)

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## HIGHLIGHTED ACHIEVEMENTS

- Conducted enterprise-wide risk assessments and mitigation, corporate security investigations, by successful cross-functional collaboration, analysis and effective communication at CIBC and BMO
  - As a subject matter expert and business consultant, supported IT and process engineering projects, collaborating with business and technology teams at CIBC
  - Being a strong advocate of change, steered the continuous improvement taskforce and broadcasted communications for the Continuous Improvement Committee at CIBC
  - Led the setup of Management Information System from initiation to implementation for DPS Technologies, providing insight and valued-added metrics to Senior Management.
  - Successfully managed end to end recruitment project at Manpower with 100 % fulfillment and handled all operations and escalations as the single point of contact.
  - Managed all aspects of logistical operations for Traveler's Aid Society of Toronto.
  - Quarterly Achiever Award nominee at CIBC, for improvising and implementing automated performance reporting of daily background screening process, resulting in direct 0.5 FTE savings daily
  - Recipient of 2 e-Achiever awards at CIBC, for performance and being a client champion
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## WORK EXPERIENCE

CIBC

March 2018 – November 2020

### Analyst – Corporate Security

- Investigated and conducted background checks on new hires; monitored and analyzed potential internal fraudulent activities, to mitigate risks.
- Liaised with various internal and external stakeholders (candidates, internal employees, Talent acquisition team, all Lines of business, vendors) for timely completion of results as per SLAs and managed a high volume of candidate files, with varied complexity.

- Took decisions on final clearance with sound ethical judgement, handled sensitive and difficult communication with internal business partners and candidates.
- Ensured adherence to CIBC's Global Hiring policy and Corporate Security governance protocols, safeguarding Bank's reputation and risk, while maintaining excellent candidate experience and confidentiality of information
- As a subject matter expert, trained new analysts, created job aid and procedural documents, supported audit process by collection and record keeping of required artifacts.
- As an interim Business analyst for Background Screening Case Management (Actimize) project, worked closely with the project manager/scrum master and agile development team.
- Supported 2 process engineering projects, as a business consultant - SPOC model pilot project and Employee Onboarding project.
- Spearheaded various Continuous Improvement (CI) initiatives, led the CI taskforce, implemented several process improvement ideas, that increased efficiency and effectiveness, improved client delivery and reduced human error.
- As a Communications lead for the Continuous Improvement Committee, published regular team and departmental updates on Workplace Communication channel, encouraging CI submissions, motivating and fostering a culture of continuous improvement
- Experienced in using CIBC internal systems (ECIF, COINS, ICBS, CARM, Corporate Security Information Management system, Perspective), and external systems (Quicklaw, Canadian Securities Administrators, TransUnion, Equifax, WorldCheck, Provincial Mortgage Licence websites).

BMO (Procom)

March 2017 – March 2018

**Business Intelligence Analyst (Pre- Employment Screening)**

- Investigated and assessed hiring risks for full time and contingent employees of BMO, to safeguard Bank's reputation and financial risks.
- Adhered to compliance procedures and guidelines while maintaining confidentiality of information and adjudication timelines.
- Collaborated with Anti-Corruption Office and Criminal Risk Intelligence Unit to gather information for sound decision making.
- Communicated with vendors, candidates, contingent suppliers, hiring managers and HR for timely completion of the onboarding process and followed up with escalations.
- Generated reports and matrix from proprietary business intelligence tools, for management review.

Manpower

July 2014 – March 2017

**Administrator – Compliance and Recruitment**

- Served as a single point of contact for all recruiters and clients from coast to coast, to ensure operational efficiency and client delivery
- Coordinated the background screening for all candidates, liaised with Manpower clients, vendors and Managed Service providers
- As a credit adjudicator for Equifax, analyzed credit reports of candidates, and took recruitment decisions, based on multiple client account guidelines.
- Responsible for Government clearances with the Public Works and Government Services of Canada, as the Alternate Company Security Officer for Manpower.
- Handled a full cycle recruitment project, coordinated with the project team for all deliverables, tracked project performance, maintained issue logs, and traceability matrix.

Travellers' Aid Society of Toronto

April 2010 – May 2013

**Office Manager**

- Independently managed all programs of the society, confidential records and documents and dealt with sensitive clients and situations with confidence and little supervision.
- Recruited and trained office volunteers, provided fundamental support to the Board of Directors, Annual General Meetings, acted as the Primary Contact for resolving day to day operational issues.
- Provided financial reporting and analytical insight to the Board members, to support their informed decisions and strategic initiatives
- Successfully dealt with challenging office set up and logistics, by coordinating with contractors, vendors, property managers, and security personnel associated with facilities management.

**PREVIOUS ROLES INCLUDED (full details can be provided):**

**Management Information System Analyst & Resource Coordinator** | DPS Technologies India Pvt. Ltd  
**Manager, HR & Operations** | Lala Solutions Pvt Ltd, India

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**EDUCATION & MEMBERSHIP**

**Master of Science** | Annamalai University, India  
**Human Resource Management Certificate** | University of Toronto  
**Business Analysis Foundation**, completed LinkedIn learning  
**Six Sigma Yellow Belt Overview** | Completed training at CIBC  
**Member of Human Resource Professional Association**  
**Volunteer Board Member** | Traveller's Aid Society of Toronto