



**LEBEN JOHNSON MANNARIAT**  
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### **Objective**

To add value to prospective budding leaders, where my past 30 years of experience in *Engineering, Information Technology, Investment Banking, Banking Operations, Leadership Skills and Teaching* would be skillfully used to build efficiencies, guide and nurture future leaders, in the process learn and enjoy the challenge.

### **Education**

**Indian Institute of Management, Ahmedabad**, Faculty Development Program, **Oct 2013**.  
**National Association of Securities Dealers (NASD)**, Series-7 Trading Rep. for NYSE and NASDAQ **Sept 2002**.  
**Securities and Financial Derivative Representative (SFDR)**, Securities Institute, London **May 2000**.  
**Master of Science**, Industrial & Systems Engg. Ohio University, Ohio, USA. **Nov. 1993**.  
**Bachelor of Engineering**, Mechanical Engg., GITAM, Andhra University, Vizag, India. **Aug. 1984**.

### **Work Experience**

#### **Nov. 2012 - Present**

**Associate Professor, GITAM University** - Vizag, India

**Chairman-Post Graduate Program:** Managing day-to-day curriculum activities, seminars, events and grooming 400 students for the real corporate world, through Mentoring, Internships and Personality Development.

Reviewed and rewrote the **MBA Curriculum to impart Competency Based Skills** to students.

**Taught** the following courses for MBA students **Financial Derivatives, Credit Risk Management, Capital Markets, Financial Management, Business Environment and Strategic Management**.

Partnered with three local organizations to solve their business problems, through student initiated projects that adds value to the organization, students and institute. Introduced **Case Based** teaching pedagogy.

**Chief Editor, Pragathi** (inhouse magazine), for three consequent years from 2013-2015.

#### **Aug. 2010 – Nov. 2012**

**Head of Planning & Support, HSBC**, Global Service Center (GSC)-Hyderabad, India

Jurisdiction and governance of three GSCs in Hyderabad. Responsibilities include governance & management of Support Functions, IT, Business Continuity, Corporate Real Estate, Security, Accommodation, Expat Management and Transportation.

**Key initiatives undertaken:**

- Integrated three support services teams into one cohesive unit, optimizing the team by 20%.
- Integrated transport between the centers, leading to cost avoidance of \$0.753M.
- Visa registration formalities of expats brought in-house, generating \$50K annually.
- Rolled out a Corporate Sustainability initiative called Train Green Program in Hyd, within 10 different schools in Hyd. This was an initiative that I spearheaded in Vizag 3-years ago and is still continuing. It has now morphed into the **Flagship CS** program within GSCs.
- As a **Sustainability Leader of Earthwatch**, submitted a proposal and conducted due diligence for the setup of a 2.1MW Wind Turbine Generator that will generate renewable energy, meeting 18% of the GSCs energy requirement, within the state.

#### **Sept. 2006 – July 2010**

**Vice President, Operations, HSBC**, Global Service Center (GSC)-Vizag, India

Responsible for all **Fraud & Regulatory** processes within GSC-Vizag. They include credit card **Fraud**

**Detection, Dispute Resolution and Chargeback for US, UK and Middle East** geographies, with a span covering 650 employees.

*Key initiatives undertaken:*

- Member of core **Global Disputes Team**. Actively contributed in the global meet at London and for standardization of the Credit Cards Chargeback process, which has since been **R2** certified.
- Reviewed, recommended and implemented best practices across geographies, to mitigate risk, reduce errors and operating losses. 2009's year-end actual losses were 32% below target.
- As the **Corporate Sustainability Champion** in 2008, have spearheaded the **Jalaripeta Municipal School** project, which required liaison with local government authorities to get the MOU and plans approved. Funding for this project was obtained from HSBC Triathlon, UK. Received appreciation from Build-A-School, UK.
- In 2009 implemented the **TrainGreenProgram** which was a resounding success among all the 100 students from 10 schools in Vizag. This was to educate and induct environment change agents. This program has now been accepted as the core 2010 project for the other GSCs.
- As **Product Manager for Acquiring UK** processes, have coordinated to build the relationship with HSBC Merchant Service and the Enchant Team.
- Inter-site **2007 Arena Sports Meet**. Proud to have brought home the winner's trophy.
- **Committees Head** from 2007 until 2009, managing Social, Community & Sports committees.
- Contributed in creating a **leadership team** that prides in taking ownership and meeting challenges.

#### **April 2004 – Sept. 2006**

**Asst. Vice President, Credit Card Services – Disputes (CCSD), HSBC, Vizag, India**

Responsible for managing CCSD process and a team of 150 employees.

- Migrated CCSD from Salinas USA to Vizag. The process helps to resolve **FirstCycle, Fraud & Collection and Third Party** Visa and Mastercard disputes of consumers from an issuing bank perspective, serving more than 20 Million US HSBC cardholders.
- Established the Community Committee and served as the **Chairman** of the committee in 2004. Managed **Leadership Development Program** that develops middle-managers.
- Recipient of the **Business Leadership Award** for 2005.

#### **July 2002 – March 2004**

**Director (Prediction USA, UK & Pan-Europe): Equities Trading, UBS, Chicago, USA**

In addition to managing the UK & Pan-European businesses remotely, have taken added responsibility of managing the US trading desk. Have expanded the current US model, to trade index futures (e.g.: S&P eMini) contracts to hedge our portfolio. Established direct connectivity to **NYSE** for our high frequency trading model, and to obtain **OpenBook** market-depth data feed. Was an active member of the Prediction team managing a **\$3 Billion** proprietary global trading business.

#### **May 2000 – July 2002**

**Director (Prediction UK & Pan-Europe): Equities Trading, UBS-Warburg, London, UK**

Seconded to London for globalization of Prediction trading models. Implemented a whole new business in London, **single-handedly** after discussions with various groups (Risk Control, Legal, Compliance, Tax, IT Security, IT Support, Mid-Office, Back-Office...). Purchased suitable computer hardware, installed and configured, implemented the models, checking and verifying data feeds, data quality, real-time identification of corporate action and mechanisms to take immediate action. Installed, configured and developed a web site that provides online MIS reports for the trades done with various analytic, Operations Manual and a stock Tracking Tool. All **planning, co-ordination, weekly reporting, budgeting and implementation was single-handedly executed within the projected timeframe.**

Completed the UK regulatory exam and have been registered with the Securities Institute as a **Securities & Financial Derivatives Representative** of UBS AG.

Building on the success of Prediction UK trading platform, senior management approved to expand the trading system to cover other European markets. After detailed discussions with various country desk managers, have expanded trading into **12 European countries.**

#### **Feb. '97 – May 2000**

**Associate Director (Prediction): Equities Trading, Swiss Bank Corporation, Chicago, USA.**

Developed departmental Y2K strategy and have upgraded all hardware, networks and software to meet the banks Y2K standards. This also encompasses testing, certification and Y2K contingency planning. Designed and developed a **Prediction MIS web site**, with daily updates of all Prediction trading analytic plots and data. As speed to plot the graphs was a major design factor, used state-of-the art technology such as **Java Servlets and Applets** to plot the graphs. Developed an after-hour trading system, which integrated with **Instinet's Crossing network**.

**Nov. '93 - Feb. '97**

**System Administrator: Cooper Industries, Cooper Power Tools Division, Dayton, USA.**

Developed a Client-Server system for **Distributed Numerical Control (DNC)**, of CNC machines.

Database administrator and analyst for relational databases: **ORACLE** and **EMPRESS**. Developed **Universal Sockets** and **Universal Wrench Expert System**, reducing the lead-time to quote by about **80%**. GUI for these applications were developed using **Tcl & Tk**. High returns on these project encouraged to develop similar systems for other products. Developed the next **Five Year Plan** for MIS department with vision for enterprise wide data integration.

**Sept. '90 - Sept. '93**

**Research Associate: Ohio University, Athens, OH, USA.**

Developed proof of concept for heterogeneous networking, sponsored by **IBM and Cooper Industries**.

**April '85 - Aug. '90**

**Assistant Manager (Operations), Wire Rod Mill, Visakhapatnam Steel Plant, India.**

Conducted technical evaluation and recommended equipments for Sinter Plant and Wire Rod Mill.

Modified various civil and structural drawings in Design & Engg dept to suit equipment design.

**Construction, Equipment Erection & Commissioning** of a 4-strand Wire Rod Mill (Cap. 200 T/hr.)

**Trained at M/s Schloemann Siemag, Germany**, for 6-months in the operation of a 4-strand wire rod mill.

## Training

**"Knowledge is Power"**, to enhance my knowledge and skills have attended various developmental programs, few of them are listed below.

Attended **Business Basics** course, offered by Swiss Bank Corporation.

Attended **Financial Institutions** course, offered by Swiss Bank Corporation.

Attended **Operations Processes & Technology** course, offered by Swiss Bank Corporation.

Attended **Project Planning and Control-I** course, offered by UBS.

Attended **Derivatives Fundamentals** course, offered by UBS.

Attended **C++ Object Oriented Programming** course, offered by Sun Microsystems.

Attended **SFDR** course, offered by Hyperion Training, London.

Attended **Value at Risk (VaR)** course, offered by UBS.

Attended **Equity Valuation** course, offered by UBS.

Attended **Java for Object Oriented C++ Programmers**, offered by Q&A for UBS.

Attended **Series-7** course, offered by Securities Training, Chicago.

Attended **Financial Management Systems** course offered by HSBC.

Attended **Banking Operations Core Education Program (BOCEP)** course offered by HSBC

Attended **Excellence in Service Leadership Program (ESLP)**, HSBC UK & Duke Corporate Education.

## Memberships

- Registered as a **Securities & Financial Derivatives Representative** of UBS AG, at **London Stock Exchange** with the Securities Institute, a governing regulatory body of the Securities and Futures Authority, London, UK.
- Registered as a **Trader** with **National Association of Securities Dealers (NASD)**, the regulatory arm of **NYSE and NASDAQ** stock markets.

## Accolades

**2005: Business Leader Award**, GSC-Vizag, HSBC

**2008: Special Recognition Award**, GSC-Vizag, HSBC

**2011: Unsung Hero Award**, GSC-Hyd, HSBC

## References

Available upon request.