**M ANAND**

**MIS Executive | Data Analyst | Banking & Financial Services**

**Email:** anandatg007@gmail.com | **Phone:** +91-7358427215 | **LinkedIn:** [http://LINKEDIN/Ananad](http://www.linkedin.com/in/m-anand-b584151b8)| [Portfolio](http://127.0.0.1:5500/Untitled-1.html)

**PROFESSIONAL SUMMARY**

Proficient in Data Visualization, Reporting, Dashboarding, Insight analysis with Finance background with hands on experience in Excel, SQL, Power BI. Honing strong analytical skills, decision-making, problem solving abilities with learning mindset.

**SKILLS**

|  |  |  |  |
| --- | --- | --- | --- |
| * Power BI Desktop | * Python | * Professionalism | * Data Modelling |
| * Advanced Excel | * SQL | * Communication | * Data Visualization |
| * Power Query (M- Query) | * MySQL | * Analytical Thinking | * Data Cleaning |
| * DAX | * PostgreSQL | * Adaptability | * Data Storytelling |

**WORK EXPERIENCE**

**Senior Associate - MIS | RakBank-UAE | Wipro Technologies** | 01/ 2025 - Present | Chennai, TN

* Monitored and analyzed daily KPIs across multiple teams, leading to a **15% improvement** in SLA compliance.
* Designed and implemented TAT dashboards for senior leadership, cutting operational delays by **20%**.
* Collaborated with clients and onshore stakeholders to **gather reporting requirements** and translate them into actionable dashboards.
* Delivered **client-ready reports and dashboards** weekly, enabling timely decision-making by leadership teams.
* Leveraged **Excel (pivot tables, VLOOKUP, trend charts)** to clean, analyze, and present large datasets.
* Supported internal audits and compliance checks by **validating over 100 quality reports** for accuracy and timelines

**Officer - Settlements Operations | RAKBANK-UAE | Wipro Technologies** | Oct 2023 - Dec 2024 | Chennai, TN

* Executed end-to-end settlement of merchant transactions, chargebacks, balance transfers achieving **99.5% accuracy**.
* Processed **100+ financial transactions daily**, ensuring adherence to SLA timelines and regulatory compliance.
* Collaborated with cross-functional teams to ensure seamless settlement operations, reducing discrepancies by **15%**.

**Customer Service Executive | State Bank of India | CAMS LTD** | Jul 2022 - Feb 2023 | Chennai, TN

* Responded to **200+ investor and distributor emails** weekly, resolving complex financial queries with a **95% customer satisfaction rate**. Managed CRM ticket system and streamlined communication for improved turnaround time.

**EDUCATION**

**Bachelor of Commerce** inCorporate Law, Banking, Taxation, Accountancy

Guru Nanak College of Art and Science 04 /2018 – 04/ 2021 | Chennai, TN

**KEY PROJECTS**

**EV Market Analysis Dashboard - Excel & Power BI**

* Developed a dynamic Power BI dashboard to evaluate India's EV market landscape
* Identified regional and segment trends to support AtliQ Motors' expansion strategy
* Synthesized Excel-based raw data into actionable KPIs and strategic insights

**Sales Analysis Dashboard - Python**

* Cleaned and transformed retail sales data using Python libraries (Pandas, NumPy) for accurate analysis
* Engineered data models and visualized sales trends using Matplotlib and Seaborn
* Integrated results into a Power BI dashboard to highlight revenue patterns and growth drivers

**Netflix & Spotify Content Analysis - PostgreSQL**

* Queried large datasets to analyze global content trends across platforms like Netflix and Spotify
* Explored viewer preferences, content ratings, and genre distribution using advanced SQL techniques
* Uncovered key audience insights to inform content planning and recommendation strategies

**Certifications**

* Data Analysis with Python - IBM
* Master Program in Business & Data Analysis (CCBA & CBAP) - Simplilearn

**Virtual Internships:**

* **Deloitte Australia** - Data Analysis | **TATA** - Data Visualization |**Goldman Sachs** – Excel for business analysis

**ACHIEVEMENTS**

* Received "**Process Excellence Award**" for 100% SLA adherence and reducing backlog in settlement ops
* **RAK Monthly Hero Award** – Honored as *Best Performer of the Month* for SLA adherence and proactive reporting