

# AMANDEEP SINGH

## CONTACT DETAILS

Plot no. 145, first floor  
Chand Nagar, Vishnu  
Garden  
New Delhi- 110018

Email-id :  
eraman2013@gmail.com

Ph# +91-7838928284

## SKILLS

- Customer Experience, effective communication, problem-solving, and conflict resolution.
- Enjoy working in a team environment, multitasking, and attention to detail
- Innovative and quick in adapting to any situation

## TOOLS

- Proficient with MS Office –Word, Excel, PowerPoint, and Outlook
- Tableau, SQL, and Jira

## CAREER OBJECTIVE

To become an efficient professional, seeking career advancement and a challenging work environment in an organization that values customer service, collaboration, and innovation. Goal-oriented Analyst with valuable knowledge and diverse experience in various domains.

## EDUCATION

B.Tech in Electrical & Electronics Engineering  
Guru Gobind Singh Indraprastha University, Delhi  
2009-2013.

## PROFESSIONAL EXPERIENCE

Lead Analyst

American Express (India) Pvt. Ltd.

2019 - Present

- Process incoming remittances & handle payment related queries/concerns.
- Demonstrated focus on client's resolution and compliance standards.
- Understanding of the SWIFT messaging.
- Due diligence to maintain quality.
- Liaising with cross-functional teams
- Exposure to SDLC and Agile methodology
- Research and analysis the complex information to look for insights.
- Prepare Dashboard reflecting the key metrics for the department.

Business Operation Associate

Accenture Solutions Pvt. Ltd.

2017 - 2018

- Serves as a first point of contact for customers with complaints, queries, request, feedbacks etc.
- Data management & analysis include categorization of the issues
- Prepare daily reports.