

# **M Prabu**

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**To work in the most challenging position with an organization that provides ample opportunities to learn, to contribute & to grow.**

## **BRIEF OVERVIEW**

- ⇒ A competent professional with **over 8+ years** of experience in Retail Banking Operations.
- ⇒ Presently working with Standard Chartered Scope International, Chennai as Senior Officer.
- ⇒ Recognized proficiency in Banking Operations, defining the various specifications for application implementation.

## **Career Contour**

**Standard Chartered Scope International:**

**October 2010 to till date**

### **Senior Analyst – Operations**

Senior Operations – Static data maintenance (India) & (United kingdom). I had the responsibility of ensuring that all customer request, queries and complaints received from all channels are executed / resolved and replied in a timely and efficient manner.

#### **Responsibilities:**

- Handling mail desk as well as phone call queries.
- UK account opening
- Standing instruction & Sweep setup
- 2in1 linking
- Swift statement
- ITT/OTT waiver & statement setup
- NRO conversion
- Minor to major conversion
- Debit card issuance
- Change of personal particulars (COPP)
- KYC updation

## **Awards and Recognitions**

- ❖ Awarded LNL's prestigious ICON award as a value champ (**Trustworthy**) for Q2 2016.
- ❖ Awarded LNL's prestigious ICON award as a value champ (**Trustworthy**) for Q3 2014.
- ❖ Awarded spot award in LNL for the month of JAN & FEB 2016.
- ❖ Appreciated by my line manager for taking a presentation regarding "**Swift & ITT/OTT**" transaction.
- ❖ Awarded compliments by Mr. Santhosh Mahalingam (Head of CB operation) for completing ARM code and debit cards.
- ❖ Awarded compliments by Madhuradas Gupta (SME premium banking head) for completing Arm code and Debit cards.
- ❖ ESAU rating, till now I have maintained excellent rating.
- ❖ Participated and awarded in Scope cultural events supported as a part of LNL staff.

## **Academia**

### **Bachelor of Computer Application**

2012-2014

Tamilnadu open university Chennai.

59.5%

**Bachelor of Engineering**

2006-2008 (Discontinued)

Sakthi Mariamman Engineering College, Chennai.

**Diploma in Electronics Communication Engineering**

Thiru seven hills polytechnic college, Chennai.

63.5%

**S.S.L.C**

April 2003

Corporation boys higher secondary school

65.4%

**IT Skills**

Knowledge of Microsoft : Word, Power Point, Excel, Efficient using internet.

**Personal Vitae**

Date of Birth : 07.02.1988  
Gender : Male  
Father name : Munuswamy  
Address : No 3/311a, pillayar Koil street,  
annai indra nagar,  
Shanmugapuram,  
Chennai 600099.

**Hobbies:**

- ✓ Surfing Net
- ✓ Listening to music
- ✓ Watching horror movies
- ✓ Singing

**Key strength:**

- Quick & Deep learner
- Flexible (easy to fit in any shape)
- Always owned with can-do-spirit
- Hard working
- Most willing to work in US/UK shift

**Declaration:**

Certified, the information stated above is true and correct to the best of my knowledge and belief.

**Date:**

**Place:** Chennai

**(PRABU. M)**