

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 maintaining 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)