**NAME**

**Contact No: - XXXXXXXX**

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| An astute professional with 4.7 years of proven success in handling various solutions such as Banking, Insurance, Banking Capital Market .Presently working with Infosys BPO Pvt. Ltd.   * Good command on Ms Excel & Data Analyzing. * Process excellent knowledge of Banking Capital Market on over all functions of Process Production, Quality Assurance, and Process Scheduling & MIS Reporting. * Well versed with resolving problems related to Report Analyzing, Quality & Finishing Operations. * Expertise in planning, Forecasting & controlling the operations production demands & requirements. * An excellent communicator with good analyzing and problem solving skills. |

**AREAS OF EXPOSURE/EXPERTISE**

**Operations Banking Insurance MIS Reporting**

**Finance Strategic Planning Team Management Train. & Devlp .**

* Formulating strategies forecasting and preparing Billable-Non Billable production lines with the organizational objectives.
* Tactical planning & analyzing for assessment of Quality details to achieve planned targets.
* Mentoring & monitoring the performance of the team to ensure efficiency in process operations & meeting of individual & group targets.
* Identifying Clients requirement on monthly basis in terms of daily Production & Quality & coordinating with team & management to achieve goals.
* Bank reconciliation & Cash reconciliations.
* Handled the team of 120 coordinators of all North India regions for cash management reports.
* Handled the team of 6 associates & assured to meet service level agreements.
* Handled the Administration part of organization by dealing with different vendors & also handled the transport coordination of process.
* Handling team of 7 agents.
* Contribute to effective workflow through efficient team work.

**OCCUPATIONAL CONTOUR**

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| ***Since Dec2007 PE-II(Trainer, Coach cum SME) Infosys BPO Ltd.*** |

* ***Process Responsibilities***
* Identifying problems, recognizing symptoms, gathering relevant Information systematically considering a board range of Issue or factors sound judgment & analytical skills to determine reasonable solutions.
* Delivering process trainings & refreshers.
* Interacting with customers for process related clarifications.
* Interacting with Ass.Manager & Process consultant and the customer to solve unusual conditions encountered on the team or floor.
* Reporting & managing reports of Hourly & Daily Production details of teams which look after by COH & Client.
* Participate and promote the organization’s corporate vision, policies and culture. Maintain office decorum & discipline at all the time.
* Participating in Quality/ Process Improvement/ Special Projects, Trainings & Cross Trainings.
* Ensuring the Service Level Agreements & Turnaround Time with business areas are met with highest degree of customer/employee satisfaction.
* Handling Responsibility of managing LOBs Capacity & bandwidth forecasting analysis which looks after by Client side.
* Responsible for Maintaining MIS of billable units of all LOBs on MTD & YTD basis in excel matrix & reporting that to COH & client.
* Reporting productive & non productive utilization of agents’ report of all LOBs on MTD & YTD basis.
* Reporting weekly / monthly Defects & feedback reports in Excel Matrix.
* Maintaining & Reporting various *Errors(Defect)Analysis* of LOBs in Excel by performance Tracker( Daily, Weekly & YTD)(**Through Pareto & other Measurements**)
* Reporting the MIP file (Monthly Incentives Plan) of all LOBs on MTD & YTD basis to Asst. Manager.
* Responsible for maintain all Billable data of all LOBs & verify that with client’s provided data.
  + - * ***Achievements***
* Got spot award in very 1st six months for best performance in highly required day.
* Got Elite award for best performance in whole quarter.
* Got spot award for preparing process manual in Excel matrix.
* Got Ramp (Extra Miller) award for preparing & maintaining various MIS of all LOBs.
* Got Operational excellent award for best Production, Quality, and Process improvement projects (Client Appreciated).
* Green belt trained for Quality Six sigma projects. Working on various projects.

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| ***Since May06 Process Executive EFunds International Pvt. Ltd*** |

Business moved to Infosys that’s why since Dec07, I have been working with Infosys.

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| ***Since Feb04 CATS Officer Centurion Bank of Punjab*** |

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# *Job Responsibilities*

* Preparing **MIS** for Delhi, NCR & Outstations.
* Maintain all TA (Trade Advance) details of 80 dealers of Delhi, NCR and Outstations. Maintaining all salary & disbursement details.
* Responsible for Check all pre & post required docs of files as per disbursement list of Two Wheeler Operations.
* Preparing MIS for all North Regions location wise with all PDCs details and report to North Regional Accountant.
* Responsible for Coordinate with all different location’s coordinator for status of deposit & bouncing and received all returns.
* Calculation of Net Funds.
* Liquidation of all cash which received by various banks.
* Reconciliation all details with MIS & report to North Regional Accountant.

***Academic Credentials***

* Pursuing MBA (Finance & Operations) from IMT Ghaziabad (P.T)
* Post Diploma in Computer & Software Technology (Comfortable with MS-Office and basic knowledge of Visual Basic).
* B.COM (Pass) from Delhi University, 2003-2004
* Higher Secondary (Standard 12th)- Commerce, 1999-2000
* Senior Secondary (Standard 10th), 1997-1998

***Personal Information***

***Date of Birth: - 28th Aug 1983***

***Address :- XXXX,, Delhi -110090.***