**PRABHAMANI H**

No 305, Hanuma Nilaya,2nd floor,5th Cross,1st Main Mobile No: 9164576487

Avalahalli BDA layout, Extension, Girinagar Email Id: prabha.bellary@gmail.com

Bsk 3rd Stage, Bengaluru-560085

Professional Summary

Experienced and skilled in ServiceNow Ticketing Tool. Worked on Operations procedures, Banking, Investment transaction, daily MIS report, Excel, VBA. Excels at using proven methods, streamline processes and increase productivity.

Skills

* Proficiency in ServiceNow Ticketing tool.
* Fetching reports & Data analysis.
* Proficiency in MS Excel, VBA, Microsoft word, access, and PowerPoint
* Strong skills in Visual Basic for Applications (VBA), with experience developing automated reporting from multiple data sources
* Proven VBA Development experience with a strong technical understanding of MS office Applications.
* Working knowledge of Management Reporting with good analytical skills
* Maintain effective and standard operational processes, critical process documentation.
* Always provide excellent customer service while maintaining the highest level of customer satisfaction
* Identify and communicate issues in a timely manner.
* Excellent verbal and written communication Skills.
* Strong problem-solving analytical skills
* Highly motivated and eager to learn new technologies and methodologies

Work History

**Associate Consultant: (Operations), September 2022 to till date.**

**Capgemini**

* Fetching reports from the ServiceNow Ticketing Tool and performing data analysis.
* Creating reports organized by category.
* Generating reports like Bar, Pie & Donut.
* Generating visualization data over/across Time series reports, Multidimensional reports, Statical reports and other reports include calendars, maps, and lists.
* Preparing NAS (Network attached System) report on daily basis.
* Assisting with ServiceNow ticketing tool-reported LAN incident issues.
* Daily health checks on cisco prime and Aruba Airwave Dashboard.

**Assistant Manager (Operations)**, November 2015 to Feb 2021.

**Finwizard Technology Pvt ltd (Fisdom)**

* Utilized VBA to build user defined functions, automate processes
* Supports, maintains, optimizes, and monitors database and spreadsheet applications in all environments.
* Developed report specifications based on user requirements.
* Resolving investor’s queries which is raised through fresh desk applications**.**
* Preparing MIS of Investor’s queries.
* Maintaining and compiling daily / weekly/ monthly Investor’s data.
* Generation of Daily/Weekly/Monthly Excel reports of Investor’s Redemption (Withdrawal Amount).
* Resolving investor’s queries which is raised through fresh desk applications Analyse Investor queries to identify process improvements for increasing Customer service.
* Processed online client’s registrations, KYC & online Investment transactions on BSE on daily basis along with that Scrutinization of transaction (i.e., Purchase, Redemption, and Switch & NFT) received from investors across the country.
* Evaluated efficiency and productive of customer service queries.

**Executive (Operations)**, April, 2010 to September 2014

**Canara Robeco Mutual Fund**

* Scrutinization of transaction (i.e., Purchase (Investment application & KYC), Redemption, and Switch & NFT) received from investors.
* Preparing and maintaining excel report of customer particulars on daily basis.
* Handling Investor Queries. Routing customers’ complaints to Registers and Head Office on day-to-day basis. Maintaining details of existing schemes / load structure / NAV of various schemes since inception
* Forwarding transactions to **CAMS**/Karvy as per instructions given by Head Office. Maintaining excel report in respect of redemption Cheques /Dividend Cheques**.** Returning redemption/Dividend/ DDs.
* Head office. Coordinating with register for different queries. Forwarding KYC documents to KYC Point
* **Sales Support:** Coordinating with sales team and very much involved in sales promotions
* **Accounts & Administration:** Maintaining petty cash & accounts, office administration and other tasks pertaining to sales office as & when assigned.

**Executive (Operation)**, August 2007 to 2010 April

**ICICI Bank Ltd**

* Non-Credit, Disbursement and Banking Transactions.
* Responsible of handling entire Non-Credit activities of Personal Loan, Auto Loan
* Disbursement of loan through Dealer Funding/Fund Transfer/Real Time Gross Settlement/Cheque.
* Coordination with Internal and External Auditors and ensure compliance with SOX Audit, RMIC Audit and other standards of the company.
* Have been a regional FPR for RTGS (Real Time Gross Settlement) and PDC's of Home loan.

Education

|  |  |  |  |
| --- | --- | --- | --- |
| Degree | **Duration** | **Name of the University/Board** | **Percentage** |
| MBA | 2011-2013 | Sikkim Manipal University | 65% |
| BCOM | 2003-2006 | Veerashivah Degree College, Bellary Affiliated by Gulbarga University | 60% |

Certifications

* Advance Excel (NICT)
* VBA (Visual Basic Application) (NICT)
* Tally (From Mice Institute)
* SAP Fico

Hobbies

Listening to Music, Reading books.

Personal Profile

Father’s name **:** Mr. H. Venkappa

Gender **:** Female

Marital Status **:** Married

Date of birth **:** 03-05-1985

Nationality **:** Indian

Languages Known **:** English, Kannada, Hindi, Telugu

Declaration

I hereby declare that the above information is true to the best of my knowledge.

**Place :** Bangalore. **Yours Sincerely,**

(**Prabhamani.H)**