

Neeraj Sharma

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Summary

- 3 years of experience in FinTech operations, data-driven decision-making, and process optimization.
- Hands-on in transaction monitoring, escalation handling, and day-to-day operations management.
- Led a 4-member team to implement automation and process improvements.
- Experience supporting payments workflows, operational controls, and compliance-driven processes.
- Collaborated with global teams and clients for cross-functional analytics.
- Strong analytical background with SQL, Excel & dashboards to improve operational efficiency.
- Built scalable and secure dashboards using Power BI Service and Admin roles.
- Created BRDs, supported Agile sprints, and conducted UAT sessions.
- Collaborate with different teams, HR, Production, Finance and Accounting, Sales, and Marketing.

Technical Skills:

FinTech & Operations	Escalation Management Systems, Ticketing Tools (BMC Remedy, JIRA), Operational MIS & Workflow Tools, Transaction Monitoring Systems, UAT Tools (Azure DevOps, JIRA).
Analytical & Reporting	Power BI (Desktop, Service, Report Server), Tableau, Advanced Excel (Pivot, Lookups, Power Query), Operational Dashboards & MIS Reporting, KPI Tracking, Process Analysis.
Databases	MS SQL Server, MySQL, Data Warehouse Concepts, Excel Data Models, Writing SQL queries for transaction checks, reconciliation, and RCA
Business & Support	BMC Remedy (Escalation Handling), JIRA (Issue Tracking, UAT), SharePoint (Document Control, Ops Processes), Confluence (Process Documentation)

Technical Core Competencies:

- Daily Operations Management, Transaction Workflow Monitoring, Escalation Handling
- Payment Operations, Reconciliation Support, Settlement Monitoring
- SLA Tracking, Operational Risk Controls, Compliance Support
- Process Optimization, SOP Development, Quality Checks

Professional Experience:

OneStack Solutions Pvt. Ltd. (FinTech – Digital Banking)

Oct 2023 to Present

Role: Senior Operations Analyst (Assistant Manager)

- Managed a 4-member team focused on process optimization and automation.
- Managed daily operational activities related to digital banking & payments workflows.
- Monitored transaction flows, settlement issues, and system-level escalations.
- Coordinated with product, engineering, and customer success teams for faster issue resolution.
- Created BI Reports for HR Payroll Report, Attendance KPI, and Team Attrition.
- Handled high-priority escalations, ensuring minimal downtime and SLA adherence.
- Ensured data quality and governance across reports and tools.
- Supported UAT for operational changes, new feature rollout, and process improvements.
- Identified and executed automation opportunities to improve operational workflows.
- Ensured operational compliance, internal process checks, and audit readiness.
- Create Data Modeling in the database and Power BI
- Design and develop BI reports, and Work on the Power BI Service as Admin.
- Share the dashboard with the management, clients, and users as per their roles and responsibilities.

Achievements:

- Improved daily operations efficiency by reducing 30–35% manual workload through automation, workflow optimization, and smarter data processes.
- Improved transaction monitoring accuracy and reduced operational errors.

Environment: Power BI, SQL Server, Tableau, SAP, ETL Tools, Payment Ops Dashboards, Ticketing Tools (BMC Remedy, JIRA).

Indus Towers Pvt. Ltd.
Role: Associate Data Engineer

Apr 2022 to Mar 2023

- Started career in technical support and infrastructure, building a strong technical foundation.
- Developed core skills in SQL, Power BI, Oracle BI, and Advanced Excel.
- Supported system monitoring, application deployment, and issue resolution.
- Handled client queries using BMC Remedy and ESH Help Desk tools.
- Worked with cross-functional teams to troubleshoot and maintain system stability.
- Built a foundation in databases, data pipelines, and automation.
- Developed reports at Power BI Desktop and Tableau.

Environment: Power BI, ETL, Tableau, SQL Server, SharePoint, PDF files, Excel, CSV files.

Education:

- MCA - Computer Science, Chandigarh University – 2026
- BCA - Computer Science, Poornima University, Jaipur – 2021
- 12th (PCM), S.A.B Inter College, Agra-2018
- 10th from S.P.D Inter College, Agra-2016

Area of Interest:

- Business Analyst, Operations Analyst, Data Analyst, Lead Data Analyst, Power BI Developer, Power BI Admin, Power BI Lead, Tableau Developer, BI Developer, Analytics Consultant, Operations Analyst

Strengths:

- Strong communication, interpersonal, learning, and organizing skills matched with the ability to manage stress, time, and people effectively.
- Ability to learn new things and gain more knowledge. Quick learner and open to work in a flexible time zone.

Declaration:

- I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Place- Gurugram

Date –

(Signature)