

RESUME

Mr. Muvva Thulasi Rao

50-7-49, Naidu veedhi,
Seethammapeta Main road,
Vishakhapatnam - 530016.
Mob No: 91762 80002
Mail ID: thulasirao2209@gmail.com

CAREER OBJECTIVE

To explore my skills, hard work and innovative ideas in ATM operation, "If you have intense eager, you can even crumble the mountain "said by swami Vivekananda, I truly believe in this statement and ready to express my role and responsibility to achieve overall objective of the organization.

ACADEMICS

EXAM	SCHOOL/COLLEGE	BOARD/UNIVERSITY	YEAR	CLASS
B.Com.Computers	Sri Krishnadevaraya University	Anantapur, A.P.	2009-11	FIRST
H.S.C	S.K.P.D. Boys Higher Secondary School, Parrys	CHENNAI	1997-99	FIRST
S.S.C	S.K.P.D. Boys Higher Secondary School, Parrys	CHENNAI	1995-96	SECOND

PREVIOUS WORK EXPERIENCE

Worked in Cash Management Team (Planning & forecasting) Hitachi Payment Services (Chennai) from November 2009 to 2013 till Aug'13.

Job Exploration at HITACHI Payment Services

1. Planning and forecasting of Axis ATM's
2. Analyzed the trend of dispense
3. Dispatching Indent and follow up with CIT agents
4. Mail conversation with Banks and CIT's
5. Filling the gaps between Banks and CIT's
6. Forecasting the tentative amount
7. Maintaining good rapport with Banks
8. Preparing Cash out reports

Achievement and Profile Transformation at HITACHI Payment Services

- Joined as agent on November 2010 on **Contractual basis**.
- March 2012 Reporting manager rewarded me for performance by appointing on **Pay roll** with Sr. Executive designation
- April 2012 for handling flawless client calls and Escalation mails, reporting manager rewarded me extra responsibility of validating team's cash out report.
- May 2013 bagged extra new business of Mphasis Project under my kitty –And with support of manager we provided satisfactory service.

Current Job profile:

Worked in FIS payment solution from September 2013 as **Asst. Manager** under cash management team till Feb'21.

Job Execution at FIS

1. Cash Forecasting of SBI ATM's under MOF project.
2. Leading 9 colleagues under me with proper guidance on cash forecasting as TL, Supporting on escalation mails and calls.
3. Conducting CRA Con-call weekly basis and tracking on their promises for smoothing of operations.
4. Levying penalty and downtime charges on CRA for loading and EOD cancellation.
5. Organizing Team meeting and praise them for their achievement on every Friday.
6. Tracing the loop holes in operation which stand as frequent hiccups in daily operation and Highlighting the same to Respective internal and external team for proper patch work.
7. Publishing and reviewing of daily Bank issuance vs FIS indent report to evade bottlenecks from daily operation.
8. Proactive strategy to reduce extra run of CRA –which reduce the overall cost for



organization.

9. Maintaining optimum cash in ATM –To deliver satisfactory service for Core Clients.
10. Building team rapport through brain storming and monthly team build up games.

Achievement and Profile Transformation at FIS

- Within 6 month of joining Reporting manager rewarded me the job responsibility to lead six of my colleague under me.
- Bagged **Spot Award** through management for evading interest on ZERO Cash Out's and meeting the SLA of SBI bank @ Punjab region, which increased our transaction hits as compared to previous financial year
- Appreciation mail from SBI bank for abiding consistently from last one year at Top position to reducing Cash Outs & EOD aging below 5%, which also reduced Reconciliation dispute cases.
- Reporting manager shown positive approach in highlighting my performance and felt worth of rewarding me with job designation as **Asst, Manager**.

Overall experience of 11 yrs in the ATM operation and still looking forward in perusing knowledge in this industry.

Languages Known to Communicate & write

English, Hindi, Tamil, Telugu

KEYSTRENGTH

- Optimistic in whatever situation come across.
- Punctual –Punctual in delivering service to the internal and external customers of organization.
- Smart Work-Smart works give pavement even on thick forest.

PERSONAL DETAILS

Father's Name : M. Rama Rao

Date of Birth : 22 Sep 1982

Languages : English, Hindi, Tamil, Telugu

Marital Status : Married

Nationality : Indian

Hobbies : Watching Movies, Reading News Paper

Declaration

I hereby declare that all the above mentioned information given by me is true and correct to the best of my knowledge and belief

(Muvva Thulasi Rao)

