Narayanan S

To secure a highly motivating and self-rewarding position in an organization that provides with challenging goals and tremendous career growth opportunities.

Contact

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Skills

Experience in MIS Support function by using Oracle database11g, Advanced Excel and Macros.

Problem solving & analytical talents combined with people management

Proven multi-tasking capabilities with strong ability to plan, prioritize and manage assignments under aggressive timelines.

Strong leadership abilities, team player attitude and sprit, and the natural ability to establish consensus among cross-functional lines

Work History

Sep 2019 – Dec 2021

Assistant Manager – MIS(SQL Developer)

Computer Age Management Services Limited, Chennai, Tamil Nadu

- Handling a team of MIS executives and responsible for generating Periodic & Ad-hoc Reports in accurate & timely manner and presentation for management Responsibilities: All the reports are generated with the help of Oracle SQL query language.
- Utilized all type of Joins and Sub-Queries to simplify complex queries involving multiple tables.
- Improves performance of PL-SQL stored procedures.
- Write SQL/PLSQL queries to obtain data from multiple tables to spool into CSV format and provide extract to business and users.
- Primarily engaged in providing Asset Management Companies (AMC) with the Monthly, Quarterly, Half-yearly and Annual SEBI Regulatory reports.
- Take the database reporting needs and turn them into powerful SQL queries that will extract data and compile it into meaningful reports.
- Analysis and preparation of Adhoc report based on the AMC requirement.
- Developing Excel Macro for generation of routine reports for the MIS team and other departments whenever required.
- Working with other senior database developers & management
- Served as the initial contact person for all SQL support queries.
- Preparation of Scheme wise AUM data for AMC on daily basis.
- Conducting weekly meeting within the team to ensure that team is up-to date in case of any changes in the routine activity.

**July 2009 –
Sep 2019**

Customer Service Manager

AEGON Life Insurance Co. Ltd, Chennai, Tamil Nadu

- Managing the Branch which consist of MIS Reporting, Customer service Operations, Branch underwriting and handling claims Responsible for:
    - o MIS Reporting for all Branches in the Southern region (Tamil Nadu, Kerala, Karnataka & Andhra) in a timely fashion on business to help the management on decision making which includes the following:
    - o Create Stored Procedures, Packages, Triggers, Views and Indexes, functions and cursors & SQL.
    - o Query Tuning to build consistent reports for the sales.
    - o Creating performance guarantee reports of the Branch using MS Access.
    - o Generating branch wise revenue report on daily basis to help the regional head to track the current performance and comparison analysis with target figures.
    - o Pending Discrepancy Report – Generating 'Business Development Manager' wise data on pending resolution for policy issuance within TAT.
    - o Renewal tracking – Generating branch wise achievement report to Zonal Head of Operations to understand the underlying performance and stay close to targets.
    - o Generating Bulk emails to be sent to lapsed policies using Macros in MS excel.
- Login to Issuance – Daily Branch wise achievement percentage rate to Zonal Head of Operations which helps in identifying the quality of branch operations.
- Underwriting of Life Insurance policies for PAN India (up to limit of Rs.20 lakh).
- Conducting Process, Risk and Compliance Audits; primary risk investigations including claims investigations.
- Ensuring: Quality service through resolving customer complaints & policy issuance within TAT & Process compliance and adherence at the branch and providing feedbacks for continuous improvement.
- Handling conflict resolution; resolving queries and escalations for the Assets & Payroll Department.
- One of the key members in the testing team for the new developed software for processing of Insurance applications.

**Jan 2008 –
June 2009**

Branch Operation In-charge

TATA AIA Life Insurance Co. Ltd, Chennai, Tamil Nadu

- Handled activities of Branch Finance, HR and Administration.
- Managed timely login of proposal and dispatch to the Head Office.
- Prepared & maintained MIS reports for Senior Management.
- Supported the sales and distribution team for smooth coordination with the Head Office for Policy servicing & pending requirements raised for proposals.
- Coordinating with branches for all discrepancy cases.
- Resolved issues of all urgent issuance & discrepancies within TAT.

July 2006 – Dec 2007	**Branch Operation Executive -** Metlife India Insurance Co. Ltd
Sep 2005- June 2006	**Channel Co-coordinator -** Metlife India Insurance Co. Ltd (outsourced staff)
March 2004 – Sep 2005	**Executive (Outsourced Staff) -** TATA AIA Life Insurance Company Ltd
Dec 2002 – March 2004	**Audit Assistant -** Gopinath & Sharma

Education

1999 - 2002	**Bachelor of Commerce**
	AM Jain College - Madras University - Chennai

Personal Details

Date of birth : 11-Sept-1982
Nationality : Indian
Marital status : Married
Languages Known : Tamil & English
Reference : On request