


Arunprakash M

Bachelor of Engineering: ECE, 2012

Experience in Banking industry: 7.5 Years

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PROFESSIONAL SUMMARY

- 8 Years of banking experience on Card operations, Phone banking, Refunds and support fulfillments
- Perform business analysis and documentation of the current and future state of Client Reports and Advices (client communication letters, notices, and confirms)
- Provide regular status updates for all project participants and create presentations for steering committee!
- Work with various Legal & Compliance teams to obtain sign-off on all regulatory business requirements.
- Recommend business priorities by advising stakeholders on options, risks, costs, prioritizations, and delivery timelines.
- Create and facilitate training sessions, webcast demos and write User Acceptance Test scripts and business scenarios against specified requirements.
- Create, manage and maintain project plans and act as the project manager for all follow ups across various departments.
- Work on multiple projects in parallel focusing on continued delivery of regulatory client deliverables, such as legal statements/performance reporting/advices/letters/notices.
- Fulfilling the clients' necessities while providing an exceptional client experience is the expected behavior from all our employees and it will be measured by specific metrics.
- Appropriately assess risk when business decisions are made, demonstrating particular consideration for the firm's reputation and safeguarding Citigroup, its clients and assets, by driving compliance with applicable laws, rules and regulations, adhering to Policy, applying sound ethical judgment regarding personal behavior, conduct and business practices, and escalating, managing and reporting control issues with transparency.

SKILLS

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|-----------------------------------|--|
| ● Power BI Dashboards & Reports | ● SharePoint Designing and Solutioning |
| ● Process Improvement | ● Proactive decision making |
| ● Lean, Automation implementation | ● Operational Improvement |
| ● Quality Assurance | ● Client Support |
| ● Analytical skills | ● Re-engineering Idea's |

WORK HISTORY

CITI BANK Chennai

Lead Operational Analyst – December 2015 to Current

Scrum Master

- Played a major role in automating 4 process and helps the organization by saving the FTE's.
- Design and development of Tableau visualization solutions like Dashboards, Standard Reports, Scorecards, charts and Ad-hoc Reports
- Deploy custom site templates and master pages on SharePoint 2013
- Ensured all MIS/ Reporting are done in timely and accurate manner using Power BI Tools.
- Conducted regular huddle / process refresher trainings to the team.
- Ensured individual Productivity targets as applicable are met.
- Adhered to the Client Excellence values that are designed to put our customer's needs first and deliver superiors customer experience.
- Priority / Regulatory Processing – 100% adherence to TAT
- Email query handling – Timely response to emails as per respective geography requirement.
- Conducted classroom / OJT training for new learners and share weekly update on progress.
- Also provided process improvement/Process reengineering ideas.
- Ensure timely escalation of all issues which deviate from the documented procedures. 100% adherence to escalation matrix.
- Collectively work towards successful passing of internal audit and internal/external reviews.

Senior Process Associate - 08/2017 to 07/2020

- Scheduling and allocating work, providing advice and guidance, and resolving problems to meet team performance.
- Assist in defining and deploying new processes and in facilitating the continuous improvement of existing processes.
- Liaising between Agents and project BA's fostering quality communication between engineering disciplines.
- Suggested process re-engineering ideas and acknowledged by Onshore partner's.
- Implemented an Automation on the Refund's process, leads to an 5 FTE's save
- Delivers results Gratitude Award for being the key performer in Account Maintenance team.

Process Associate - 12/2015 to 07/2017

- Perform a keen investigation on the client's account and provide a resolution, which is accurate and customer friendly
- Ensured to meet the metrics benchmark set up to maintain the team standards
- Circulated timely procedural alerts to the team.
- Obtained elite quality status and set a benchmark to the team.

ADFC PVT LTD (HDFC BANK) Chennai

Junior Officer - April 2013 to October 2015

- Responsibility to achieve unit target in cards operation.
- Responsibility to increase the Bank's Profitability by cultivating new business relationships.
- Goal is to grow accounts profitability by maintaining a high service standard and compliance.
- Generate the cross-selling business from existing customers by sell other products.
- Maintain and develop customer relationships, new business to existing customers.

EDUCATION DETAILS

- **Bachelor of Engineering** – Electronic and Communication Engineering
 - Dhanalakshmi Srinivasan College of Engineering & Technology Chennai –April 2012
 - CGPA -7.49
- **High School**
 - Ramakrishna Vidhayalaya Matric Hr.Sec School –April 2008
 - Percentage -83

PERSONAL DETAILS

- **Date of Birth**– 29th December 1990.
- **Language** – Tamil, English
- **Address** - #10A, Moovendhar cross street, Rajiv Gandhi Nagar, Nesapakkam, Chennai - 600078.