

SRINIVASA RAO

Operations Analyst

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Summary

Detail-oriented and results-driven Operations Analyst with a strong track record in process optimization and automation. Recognized for leadership in cross-functional collaboration and delivering impactful solutions that enhance productivity and reduce processing time. Committed to leveraging problem solving skills to support business growth and innovation.

EXPERIENCE

NatWest	Operations Analyst	Chennai November 2023 - Present
<ul style="list-style-type: none">Acted as a Subject Matter Expert (SME) for the INC process, responsible for allocating work to team members and ensuring smooth workflow and MI maintenance.Cross-trained in multiple processes to provide support during peak volumes and ensure business continuity.Process walk-throughs were performed for cross-functional teams, including the technology team and senior onshore management, to improve understanding and collaboration.Led process optimization by designing an Excel VBA tool that reduced processing time from 15-18 minutes to 8-10 minutes per case.Pioneered automation by co-developing advanced tools with the technology team, reducing case processing time to 2-3 minutes and enabling resource reallocation to high-volume processes.Proactively pursued learning opportunities in Python, SQL, and Power BI to drive personal growth and innovation.Recognized with multiple awards, including Star of the Week (3x), Star of the Month, and the Living Our Values (LOV) award for embodying the bank's Robust value.		

PROJECT

INC Calculator	Link	Excel VBA
<ul style="list-style-type: none">Purpose: Developed an Excel VBA-based tool to automate the calculation of total debit/credit interest for multiple disputed transactions.Process Optimization: Reduced manual processing time for 15 transactions from 30 minutes to less than 15 minutes, saving significant time and improving operational efficiency.Functionality:<ul style="list-style-type: none">Automates interest calculations by processing transaction data (date, amount, and debit/credit days) input from back-office applications. — Generates the total interest due for all transactions in seconds with a single click.Impact: Enable faster and more accurate interest calculations, allowing team members to allocate saved time to high-priority tasks and process more cases daily.		

SKILLS

Key Skills:	Analytical Thinking, Process Improvement, Data Analysis, Technical Problem-Solving, Agile Methodology, Results-Oriented.
Programming Languages:	Python, SQL, Excel VBA
Tools:	UiPath RPA, Power Automate, Power Apps (Self-learning via Udemy)
Data Tools:	Power BI, Excel (Advanced)

EDUCATION

Ramakrishna Mission Vivekananda College	Chennai
Bank Management Bachelor of Commerce	2020 - 2023
SJNS Jain School	Chennai
Commerce with Computer Science - XII	2018 - 2019