SRINIVASA RAO

Operations Analyst

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Summary

Detail-oriented and results-driven individual with a strong track record in process optimization and automation. Recognized for 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

- Acted as a **Subject Matter Expert (SME)** for the INC process, responsible for allocation and ensuring smooth workflow and MI maintenance.
- Performed quality checks for the team to ensure high standard of accuracy.
- Calculated Average Handling Time (AHT) for the process with lot of accuracy and data as it's going to be the new AHT in the RTM.
- Raised application and tool accesses for new joiners while on-boarding and training.
- Cross-trained in additional processes, like PSD Debit, Blacklisted CIN, FDP Credit, Debit Cycle 1, and etc., 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 developing an Excel EUDA Automation that does the interest adjustments in Back-Office with 0 errors, enabling resource reallocation to high-volume processes.
- Proactively pursued learning opportunities as PDP to drive personal growth and innovation.

PROJECT

Automated BO Adjustments *VBA*
- **Purpose**: EUDA to automate the Back-Office adjustments of debit/credit interest for all the scenarios.
- **Process Optimization**: Reduced manual processing time by 9x, saving significant time and improving operational efficiency.
- **Functionality**:
  – Gets inputs from Account Statement tool and automatically processes each case row by row.
  – Adds comments in case of exceptions and moves to the next case smoothly.
- **Impact**: Reduced manual processing time by 9x - saving significant time and allocation of resources to other processes.

INC Calculator *VBA*
- **Purpose**: An Excel VBA-based tool that automates the calculation of total debit/credit interest and charges applicability, particularly useful 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**:
  – Automates interest calculations by processing transaction data (date, amount, and debit/credit days) input from back-office applications.
  – Generates the total interest due and charges 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

Interpersonal:	Analytical Thinking,
	Technical Problem-Solving
	Improver Innovator,
	Results-Oriented,
	Trusted Advisor
	Proactive,
	Data Analysis,
	Collaboration & Team Work.
Technica:	Python, SQL, Excel & VBA

Achievements / Awards

- Developed various other tools using both VBA and Python to assist in the daily workflow reducing tedious processes like allocation, folder creation, excel formatting, text formatting, etc.

- Consistently maintained 100% Quality and over a 100% Productivity over a year.

- Recognized with multiple awards, including Star of the Week, Star of the Month, and Living Our Values (LOV) awards.

Education

Ramakrishna Mission Vivekananda College   Chennai
Bachelor of Commerce - Bank Management   2020 - 2023

Learning & Development

- Excel Advanced
- Python Programming
- Power Automate Cloud Flow
- UiPath Desktop Flow