

Personal Information

Name: Sangeetha Venu Gopalan

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Summary ;

I am a professional with Banking and accounting experience. Currently looking for new opportunities in Business analytics Or Data analytics.

Skills set:

MS office, Excel, SQL, Python (pandas and matplotlib). Also good at visualization tools like Tableau and Plotly. Graduating Business Analytics Boot Camp from University of Arizona-Mar 2022

Recent Course Work:

University of Arizona Data Analytics Boot Camp

Employment History:

Wells Fargo Bank Chandler, AZ, USA (Aug 2020 to Nov 2021)

Credit Bureau Remediation Rep

- Investigate credit dispute and work with the credit reporting agencies
- fix any inaccuracies in customer credit reporting
- Analyzing customers credit history past 7 years credit score, Bankruptcy and Charge off.

Bank of America, Chandler, AZ, USA (Jan 2016 to Jul 2020)

Wealth management Associate.

- Assisted financial advisors at Merrill lynch with wealth client's operation's needs.
- Processed paper work and tax documents for clients over 250k assets with the bank.
- Assisted with estate accounts set up and distribution of funds as per state restrictions or the final will document.
- Assisted with wire transfer for wealth management clients over phone.

HDFC Bank, Chennai, TN, India

Assistant Branch Manager

- Opened the bank ledger every day and check the closing balance.
- Reconciled bank and clients' accounts differences and daily deposits.
- Provided financial advice to clients who are interested in investments
- Safe vault custody and managed the gold and silver balances everyday
- Sold loans, gold, credit cards and other investments products.
- Resolved customer complaints.

Quality Executive

Optimus Global Services, Chennai, TN, India

- Trained 25 phone banker for loan collections and tracked their performances to comply with laws and regulations.
- Trend analysis on MS excel to identify new training needs

HSBC Retail Banking and Wealth Management, Chennai, TN, India

Senior Officer - Debt Management

- Handled loan payments for the state of Kerala
- Tracked 3 different loan payments home loans, Car loans and Personal loans
- Received best performer award "Action 500" for collecting all the loan payments on time for the state of Kerala for all 3 products.

Sutherland Global Services, Chennai, TN, India.

Customer Service Executive

- Document Review Analyst for **Merrill Lynch home mortgages**, Reviewed documents for home mortgages and contacted the agency to rectify errors.
- Interacted with customers on behalf of Amazon.com and handle complaints and replacement orders via phone and email.

EDUCATION:

Master of Business Administration 2007 -2009

National Institute of Business Management, Thiruvananthapuram, India

Human Resource Management and International Trade

Bachelor of Commerce 2002 2005

Rose Mary College, India

Commonwealth equivalent of BS Accounting & Finance