<u>RESUME</u>

P.PRIYANTHI
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SUMMARY OF EXPERIENCE - 6+ Years of Experience in Banking.

For the last 6+ years, I have worked in banking Operations & management which will be an industry ready professional with the tech-proficient experience.

OBJECTIVE

Have Passion for teaching and would like to share, utilize and update my knowledge in all fields.

EDUCATIONAL QUALIFICATION

Degree   **: B.E. in Electrical and Electronics –Full time**
College   **: Karunya Institute of Technology**
Year   **: May 2000**
Class   **: First Class**
XII Class   **: Distinction – 84%**
X Class   **: Distinction – 83%**
Additional Qualification : Core Java, Unix, C , C++, Sql Server , and Oracle from NIIT

Post Graduate Degree   : M.B.A –Finance and customer relationship Management
**   from National Institute of Business Management [NIBM] - First**
**   Class completed in year 2010.**

Certification   : Amfi Certification , Brain bench Certification

Qualified   : Tamil Nadu State level Eligibility Test for Lectureship
**   (TNSLET in 2016 for Management)**

SPECIALIZED AREAS and SKILLS

Operating System   **:** Windows 95/NT/2000, and Sco Unix .
Languages   **:** Core Java, C++, HTML, DHTML.
Databases   **:** SQL Server, Oracle 8.0.

PROFESSIONAL EXPERIENCE   - 11+ Years (Both IT & Banking)

HDFC BANK LTD
      Deputy Branch Manager   **- 28ᵗʰ November 2011- 14ᵗʰ Feb 2014**

ICICI Bank Ltd
      Assistant Manager   -I   **- December 2006 –23ʳᵈ April 2011**

Anna University
      Programmer Assistant   **- August 2002- Mar 2005**

SkyNet Communications Pvt. Ltd
      Web Programmer   **- October 2000 -Feb 2002**

PROFESSIONAL EXPERIENCE HIGHLIGHTS IN BANKING INDUSTRY

Company   **: HDFC BANK LTD**

Title   Role   **: PB Authorizer**

Details of working Experience **: Involved in branch operations .Customer service provided through CRM next. Handled Customer escalations and solving customer's requirements .Appreciated for good customer service from the cluster Head. Involved in audit as well as satisfying the business targets of the branch**. **Ensured audit compliance and have got satisfactory rating in the audit. Have helped the branch manager in the overall branch business and branch administration.**

Company   **: ICICI BANK LTD**

Title   Role   **: Assistant Manager   - I**

Details   of   Work experience in various branches:

1: At Mylapore – R.H.Road Branch – From Dec 11 , 2006 – Dec 28 ,2008 Worked as a customer Service Manager for 2+ yrs.

      Have reduced Customer wait time (CWT) and was involved in total cash operations and fortnightly reporting in the system. I was handling Finnacle Software developed by Infosys effectively for Banking Operations. Non Cash Operations was also handled effectively including Opening of RD,FD and SB accounts with balance inquiry, DD/P.O issuance, Closure of FD, issuing Instant Debit Card and transfer of Chq. FCRM and other Customer Queries solved within TAT.

Other Business Done   :   **Done Business by selling Gold Coins for about 1Kg.**

Nearly F.D worth 10 crore has been Opened & Life insuran ce prudential for about 7 lacs as premium Collected.

Responsibilities   :   Led the team of about 10 persons .
Prevented two frauds during my period in Cash handling.
Have taken total control in maintaining CWT (Customer wait Time)
Also involved in Submitting audit reports of the Branch.

2 : At Port Trust Branch as Branch Manager – From Dec 29, 2008 - Oct 10 , 2010:

Appreciated for good Customer Service in the branch and awarded five star in the Onsite & Offsite audit. Within a year I was able to increase the GL Size by 100 %. Only strong Customer focus & the motivation given to the staffs helped the branch to achieve the desired goal. Solved many Infrastructure issues in the branch.

3: At Saligramam Branch - From Oct 11, 2010 - April 23 , 2011:

Worked as a Back up Operations Manager. Job involves Customer handling & Complete Control in both Cash & non Cash area. Handled Customer escalations through FCRM by providing complete solutions to the Customer within TAT

Core Banking Knowledge   :Worked in banking Software -Finacle-Icore ,FCRM , Iview, LAM,E-Search,Despatch Tracker, SOX tool Kit, Welcome Kit, Itracker and other   applications with Ihelpdesk.

Anna University - Programmer Assistant - August 2002- Mar 2005:

Title	**: Student Profile System**	**(August 2002 – Mar 2005)**

Client/ Employer   : Anna University

Configuration   : Oracle, Java, Java Script and Windows 2000

Details   : The Student Profile system is a part of e-governance initiative taken by Anna University to update the student's profile coming under Anna University. This system helps in automatic updating profiles of the student's and track their performance and related records. The system also interfaces with hall ticket printing and fee billing system.

Responsibilities   : Team member of a 10 member team
I was involved in the following activities for the project.
a) Development of Architecture
b) System Development
c) DataBase Management
d) Result Processing

SkyNet Communications Pvt. Ltd - Web Programmer - October 2000 -Feb 2002:

Title	: Online Registration System	(Nov 2001 – Feb 2002)

Client   : Int Lab Solns

Employer   : Skynet Communications Pvt.Ltd, Chennai.

Configuration   : ASP, SQL Server 7.0,MS Front Page.

Details   :Online Registration system helps in updating and retrieving various information's on various results according to the Patient and Doctor needs. The system has an analyzer which analysis the test results and give a detailed report on the outcome of combinations of various tests including blood, urine, etc..

Responsibilities   : Team member
I was involved in the following activities for the project.
a) Development
b) Testing
c) Report designing

Additional Responsibilities:
a) Delivery co-ordination
b) Client Training

Title	: E-Learning Portal	(Oct 2000– Feb 2002)

Content Provider   : www.classontheweb.com
Employer   : SkyNet Communications Pvt. Ltd., Chennai

Environment   : The application is developed with Java, ASP and HTML
SQL Server 7.0 is used for the common Database.

Details   : The website contains comprehensive details of the different courses from VI to XII std., it also contains curriculums, courseware and other relevant details. The project involves development of various contents and animations addressing the course requirements.

Responsibilities   : Team member
I was involved in the following activities for the project.
a) Content development
b) Web Page designing

Project	: Library Management SYSTEM

Duration	**: 4 Months**
Operating System	**: Windows NT.**
Details	**: The project was developed in C++. It's a total automation package developed by integrating purchase, inventory, issue and receipt of books, updation of library information and relevant queries.**

Academic Projects	**:**

Title 1	**: Micro Controller based PID Temperature Controller**
Details	**: The project involved the development of a temperature indicator controller, for applicataions in industries where temperature maintenance is critical. This was designed using Microcontroller 8051.**
Title 2	**: Process Automation using PLC**
Details	**: Undergone training on PLC at Advanced training Institute, Directorate of Employment and Training, Government of India, Guindy, Chennai**

References	**: Rebecca Theophilus , Manager HR, SSN Institutions , OMR Old Mahabalipuram Road, Kalavakkam, Pin code – 603110 Mob no : 9962007156**
	Deepa Sridharan, Manager R.H.Road , ICICI Bank Ltd, Mob No : 8056039222

PERSONAL INFORMATION

Name	**: P. PRIYANTHI**
Husband's Name	**: Mr.A.Dulip Pravin, Manager – Audit and MIS, Help a Child of India, Chennai**
Father's Name	**: Mr.Y.Prame kumar**
Email	**: priyanthis2001@rediffmail.com**
Location Preferred	**: Chennai**
Date of Birth	**: 13.06.1978**
Sex	**: Female**
Marital Status	**: Married**
Passport No.	**: B3669261**

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I hereby declare that the information given above is true to the best of my knowledge.

Place: Chennai   **P.Priyanthi**