Sai kumar
Tandyala

Contact

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Languages

➢ English
➢ Telugu

Hobbies

➢ Playing cricket, Volleyball
➢ Photography
➢ Physical Fitness

Co-Curricular Activities

- Member of business and entrepreneur debates
- Active participant in NSS
- Organizing cultural events

Summary

I am a management student with strong experience as a Business Process Analyst in transaction monitoring and team management with strong expertise in data analysis, reporting, and escalation handling. Skilled in SQL, Power BI, and Excel for generating actionable insights and supporting management decisions. Adept at managing teams, streamlining escalation processes, and presenting performance insights to senior management.

SKILLS

- Customer handling skills
- KYC/AML Compliancel
- MS Office Proficiency
- problem solving skills
- Research Skills
- Project Management
- Team management
- SQL
- Power BI
- Advanced excel

Experience

Senior Processing analyst -12/2024 to Present
VIVIFI FINANCE LIMITED, Hyderabad

PROFESSIONAL SUMMARY

- Reviewed and resolved second-level escalations from agents by conducting detailed case analysis.
- Managed and guided a team, monitored their daily activities, and prepared performance analysis reports for management review.
- Recognize and implement improvements in procedures, encouraging team input an innovation in daily operations.
- Supported the team by providing backend data required for case reviews using SQL queries from the database.
- Extracted, analysed, and reported case data and team performance metrics presenting those reports to management on a weekly and monthly basis.
- Designed and presented interactive dashboards and reports in Power BI and Excel analysing those reports and provide insights on productivity, quality, and escalations.
- Ensured timely and accurate reporting to management, enabling informed decision-making and process improvements.

Information processing analyst - 08/2021 to 12/2024.
TATA CONSULTANCY SERVICES, Hyderabad

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