

Professional Summary:

- Having 7 years of Experiences in Senior Data Analyst Doorstep Banking & Data Analyst
- Assist with improvements to the AML Operations MIS/Reporting process
- Provide service to Public Sector Banks for Doorstep Services.
- Prepare Daily/Weekly/Monthly and Quarterly MIS reporting for the IFS practice Ensure the timeliness, accuracy and completeness of the reporting
- I can be able to handle the voice calls over phone as well as emails or in-person requests for technical assistance
- Proficient in MS excel, VLOOKUP, XLOOKUP, Hookup, Index, Match Pivot tables, Conditional formatting, data validation, Advanced Excel, Macros Slicer MS Outlook, slicers, PowerPoint presentations, Nested VLOOKUP, Nested IF Functions, SUMIF, COUNTIF.
- Responsible for handling and solving customer support issues via calls and emails
- Prepares daily, weekly, monthly reports terminals downs summary reports.
- Validate accuracy of data to identify any possible issues or concerns
- Knowledge in Financial Products, Front to Back workflows and the product event management would be a significant plus
- Improve and develop current reporting procedures, including identifying reporting gaps, inefficiencies in processes & process maintenance
- Use automation as and when necessary, in order to reduce Time and manual effort using VBA
- I always try to stand with the team by constantly motivating, encouraging, supporting them
- With the team effort we have always completed task within TAT.
- Elected Business Representative for Doorstep Banking.
- Training of branches and their controlling officers of all the Public Sector Banks for Doorstep Banking.
- Handling Technical issues by using Doorstep Banking software and handling works as per the client requirement.

Technical Skills

- Applications : Advance Excel, MS Word, MS PowerPoint.
- Programming Skills : VBA Macros. Dashboard.
- Reporting Skills : Excel and VBA Automation, MIS Reports.
- Module : SAP FICO
- Team Leadership Skills : Communication, Organization, Team Support, Manpower Management, Capacity Building.

Key Skill and Area Of Interest

- MIS Reporting using MS Excel and Macros
- Design and Develop Dashboard based on Project need.
- Analytics & Reporting Tools using VBA in MS Excel

Work Experience

PROFESSIONAL EXPERIENCE:

Company – 4

Atyati Technologies Private Limited

Role: Senior Associate (Data Analyst).

June 18th, 2019 to till date.

Atyati provides both traditional brick and mortar retailers and emerging E commerce platforms with a solution aimed at bringing India's promising rural markets within the ambit of their services. Last mile digitization, customer enrolment and servicing, E-payments and distribution management are just some of the features allowing the realization of this objective.

Roles and Responsibilities:

- Provide Service to the Banks customer support for Services to Customers Door
- Generate and/or design, develop and produce all analytic support for new and existing management reports
- Analyze all Operational Metrics including: - MIS data utilized for Operational Reporting -Ongoing review of actual productivity and forecast modeling - All relevant Operations reporting Draft Reports and make SOP to senior management at clients on the findings of work.
- Prepare Daily/Weekly/Monthly and Quarterly MIS reporting for the IFS practice Ensure the timeliness, accuracy and completeness of the reporting
- Validate accuracy of data to identify any possible issues or concerns
- Designing and implementing a research agenda to inform a strategic or business planning process. Such research agendas may include interviews, focus groups, audience surveys, organizational benchmarking, and statistical analysis of client data.
- Collaborating closely with key client staff members to develop organizational business plans, including financial projections and detailed operational strategies, and identifying risks within the business plan and any mitigating strategies.
- Participating in business development, including writing project proposals, and attending meetings with potential clients
- Undertake project work as required, undertaking any initiatives identified and designated from time to time by Heads of Service Line Partners or Director of Business Development.
- Build knowledge and experience in practice areas to the highest standards.
- Always consider regulatory issues and report any concerns to senior management as appropriate.
- Maintain Knowledge Management (KM) information/system and ensure this is accurate and current.
- Ability to formulate, consider and select the most appropriate solutions
- Build and maintain productive working relationships with clients. Establish credibility, influence where appropriate and provide excellent client service. analyzing and synthesizing all research findings – qualitative and quantitative – to identify key market implications and strategic challenges.
- I am handling the team.
- As team leader I always try to stand with the team by constantly motivating, encouraging, supporting them.
- With the team effort we have always completed task within TAT.
- Elected Business Representative for Doorstep Banking.
- Training of branches and their controlling officers of all the Public Sector Banks for Doorstep Banking.
- Handling Technical issues by using Doorstep Banking software and handling works as per the client requirement.

Awards:

Awarded as Extra Mile 2020.

PROFESSIONAL EXPERIENCE:

Company – 3

Arrow Electronics India Private Limited**Role: Senior Data Analyst.**

March 18th, 2019 to June 10th, 2019.

Roles and Responsibilities:

- Designing and Creating labels as per the Client's requirements by using Advance Excel
- Reporting and managing MIS reports on Hourly, Daily and Monthly basis.
- Creating Effective Tool and Dashboard in Excel
- Prepares daily, weekly, monthly reports terminals downs summary reports.
- Responsible for handling and solving customer support issues via calls and emails

PROFESSIONAL EXPERIENCE:**Company – 2****Advinuss Therapeutics Limited****Role: MIS Executive.**

June 19th, 2017 to October 31st, 2017.

Roles and Responsibilities:

- Use automation as and when necessary, in order to reduce Time and manual effort using VBA.
- Standardization of Template
- Successfully implement Operations dialing strategies to meet organizational goals.
- Sending report to Managing Director about the status of complaints registered in helpline.
- Created MS Excel Workbook with formulae to generate MIS Reports as per the Client's requirements.

PROFESSIONAL EXPERIENCE:**Company – 1****GS Management Pvt Ltd****Role: Support Executive**

September 27th2013 to April 11th, 2017.

Working in multi-point Public Grievance Redressal System (PGRS) of BESCOM, which has been designed to cater to the redressal of grievances of consumers, related to electricity and its uninterrupted supply on a 24/7 basis.

Roles and Responsibilities:

- Reporting and managing MIS reports on Hourly, Daily and Monthly basis.
- Maintaining Agent productivity report and share the same with Manager.
- Creating Effective Tool and Dashboard in Excel
- Assist with improvements to the MIS/Reporting process
- Responsible for Troubleshooting for Products and services
- Taking Complaint Registrations and Collecting the Information from Customers
- Prepare Daily/Weekly/Monthly and Quarterly MIS reporting for the IFS practice Ensure the timeliness, accuracy and completeness of the reporting
- Validate accuracy of data to identify any possible issues or concerns
- Knowledge in Financial Products, Front to Back workflows and the product event management would be a significant plus
- Improve and develop current reporting procedures, including identifying reporting gaps, inefficiencies in

processes & process maintenance

Specialized Training

VBA, Dashboard, MS Office Applications (Advanced MS Excel, MS Access), SQL, SAP FICO