

Profile

Customer Service Expert with 6+ years of experience in banking operations, application support, and access management. Skilled in ServiceNow ticket handling, SLA-driven incident resolution, user access administration, and Excel reporting. Experienced in ensuring compliance, maintaining operational efficiency, and supporting cross-functional teams.

Skills

Data Analysis & Visualization Power BI, Tableau, Excel (Pivot Tables, Advanced Formulas), Dashboarding, Reporting, Data Cleaning, Data Analysis	Technical & Tools SQL (Joins, Aggregations, CASE WHEN, GROUP BY), Python (Basics – Data Structures, Logic Building), Jupyter Notebook, Anaconda
Process Improvement & Automation Workflow Streamlining, Process Monitoring, Efficiency Enhancement, Suggesting Practical Solutions	Stakeholder & Communication Cross-team Collaboration, Requirement Clarification, Status Reporting, Presentation & Communication
Business Support & Operations End-user Support, Issue Resolution, Access Management, Compliance Handling, Process Adherence, SLA Tracking	Coordination & Documentation Internal Communication, Meeting Coordination, User Guides / SOPs, Audit Assistance, Report Compilation

Professional Experience

Customer Service Expert , <i>Australian New Zealand Bank</i>	04/2019 – 08/2025 Bangalore
- Serviced, generated, maintained, and provided maintenance support for banking applications, ensuring SLA-driven issue resolution and incident management. - Processed user access requests, permission grants, modifications, revocations, deletions, email requests, and account validation in line with approved workflows and compliance. - Executed system-approved interest rate and parameter updates, performed maintenance activities, and prepared supporting inputs for BRDs and reference documentation. - Prepared daily reports on cases received, resolved, and pending workload while coordinating with internal operations teams to support day-to-day processes.	

Projects

Working Capital Analysis in Food Industry (MBA Project) Conducted financial and profitability analysis of 20 listed food companies using ratio analysis, trend analysis, Excel, and E-Views.
Banking Customer Satisfaction Dashboard – Excel - Analyzed 1,200 customer complaints to evaluate complaint volume, resolution status, customer satisfaction, channels, and resolution time. - Identified Fraud Investigation as the highest-volume complaint type and the category with the longest resolution time. - Recommended reducing the unresolved backlog, prioritizing fraud-related complaints, and improving customer experience.
HR Workforce & Performance Dashboard – Tableau - Analyzed 2,500 employee records to evaluate workforce composition, attrition, attendance, training, performance, and salary distribution. - Identified Sales as having the highest attrition rate at 27.8% and examined the association between attendance, training, and performance. - Recommended deeper investigation into Sales attrition and continued monitoring of workforce performance patterns.
Insurance Claims Dashboard – Power BI - Analyzed 2,000 insurance claims covering \$65.65M in claim value to evaluate claims performance, financial exposure, fraud risk, and settlement efficiency. - Identified 271 pending claims, 139 confirmed fraud claims, and 344 claims requiring investigation. - Recommended focusing on pending claims, fraud monitoring, high-exposure branches, and settlement efficiency.

Education

Masters of Business Administration In Financial Management (MBA) , <i>Ramaiah university of applied sciences</i>	2016 – 2018
Bachelor Of Commerce with Computer Applications , <i>San college of arts and science</i>	2013 – 2016

Courses

Advanced Training Course in AI Driven Data Analytics , <i>Skill Mount (KHDA Certified)</i>	05/2026 – Present
Data Analytics Certification , <i>Cokonet Academy</i>	11/2025 – 04/2026
Complete Business Analytics Certification Program , <i>CoachX</i>	2024 – 2025

Analytical Experiences

SQL-Based Data Analysis & Problem Solving (Coursework) - Performed data analysis using SQL by applying JOINS, GROUP BY, aggregate functions, and CASE WHEN to retrieve, manipulate, and analyze data. - Analyzed sales, customer, and performance data to generate business insights and solve data-related problems using SQL queries.
Python Programming & Analysis (Coursework) Implemented logic using loops and conditional statements, Performed data manipulation using built-in functions, Practiced problem-solving through coding assignments

Technical Skills

Data Visualization: Power BI, Tableau, Excel
Programming: Python (Basics – Data Structures, Loops, Logic Building)
Database: SQL (Joins, Aggregations, CASE WHEN, GROUP BY)
Tools: Jupyter Notebook, Anaconda, Pandas
Core Concepts: Data Cleaning, Data Analysis, Dashboarding, Reporting