**SAURABH SHARMA**

**Project Manager Customer Experience**

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**Summary**

* Solution driven manager with experience of leading value add programs, fuelling sustainable growth and transformative change for banking
* Certified Scrum Master with 7+yrs experience in Banking & Financial domain

**Skills**

• Project Management • Business Intelligence • Banking Products • Compliance

• Data Science • Finacle Operations • Business Analytics • Advanced MS Office

• Agile Development • Java Basic • Tableau • SQL

**Professional Experience**

**ICICI Bank, Project Manager - Aug 2019 to till date, Mumbai**

* Managing large technology infrastructure functions with a focus of driving complex projects involving cross functional groups
* Implement end to end customer analytics to solve complex business scenarios, which includes overseeing daily operations of the Voice of the Customer (VoC) through Survey Programs, Social Media and Complaints received across the channels
* Creating wireframes, partner with UI/UX designers to develop great designs & user exp.
* Perform quality assurance; make sure the newly developed solutions are working as per the acceptance criteria
* Delivering new products or services of a project, having the appropriate levels of quality, on time and within budget, in accordance with the project plan
* Working in Risk Solution division assisting product team on implementation of tools across client network with a base above 10lakhs
* Adjusted project plans to account for dynamic targets, staffing changes and operational specifications.
* Maintained tactical control of project budgets and timelines to keep teams on-task and achieve schedule targets.
* Achieved project deadlines by coordinating with contractors to manage performance.
* Developed process improvement initiatives & analysed problems to create corrective action strategy.
* Utilized cross-training techniques to boost productivity and develop each team member's individual skills set.

**ICICI Bank, Regional Product Manager - June 2017 to Jul 2019, Bangalore**

* Devised and published metrics to measure organization's success in delivering world class customer service.
* Compiled customer feedback and recommended service delivery improvements to management.
* Collected customer feedback and made process changes to exceed customer satisfaction goals 80%.
* Worked with marketing department to launch and manage promotional activities and campaigns.
* Broadened strategic business plans to promote growth and sales goals while managing 50 branches and building long-lasting customer relationships.

**ICICI Bank,Senior Privilege Banker – Feb 2014 till July 2017, Bangalore**

* Worked with team members to improve performance and implement training updates.
* Assigned daily employee tasks and monitored activity and completion.
* Developed monthly sales plans to deliver on customer service and financial metrics.
* Offered expertise to business continuity planners to support and lead strategy development.
* Revamped plans to enhance company's capability of maintaining and recovering critical business functions.
* Drove operational improvements which resulted in savings and improved profit margins.
* Engaged employees in business processes with positive motivational techniques.
* Identified and capitalized on community business opportunities with effective networking.
* Evaluated Express loan applications against outline specifications to approve, reject or recommend adjustments files.
* Developed and implemented daily operations plans such as delivery routes, employee assignments and promotional strategies.
* Acquired collateral documents to be utilized as security on loans in accordance with banking policies.
* Coordinated with various divisions and departments in servicing of routine banking transactions.

**Wipro Infotech, Consultant - Dec 2012 to Apr 2013, Gurgaon**

* Administered, supported and monitored databases by proactively resolving database issues and maintaining servers.
* Tested programs and databases to identify issues and make necessary modifications.
* Analyzed requirements and designed, developed and implemented software applications for multiple websites.
* Coordinated with project management staff on database development timelines and project scope.

**Magic Software Pvt Ltd, Trainee - Aug 2012 to Nov 2012, Noida**

* Designed sites to be compatible with top browsers, including Firefox, Chrome and Safari.
* Created site layout and user interface using HTML and CSS practices.
* Used programming capabilities in SQL and JavaScript and other libraries as needed

**Academic Qualifications**

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| --- | --- | --- | --- | --- | --- |
| Degree | Institute | Board / University | Branch | Year of Passing | %Marks |
| PGDB | Manipal Academy | Manipal University | Banking&Finance | 2013-14` | 68.90% |
| B.Tech | CET IILM AHL | UPTU | ECE | 2007-11 | 67.60% |
| HSC | K V NO 1 AGRA | CBSE | PCM | 2006-07 | 68.8% |
| SSC | K V NO 1 AGRA | CBSE |  | 2004-05 | 76.20% |

**Certifications**

* Certified Scrum Master Certification
* NISM Series 6: Depository operations Certifications
* NISM Series 5A: Mutual Fund Distributors Certification (AMFI)
* IRDA “Certification To act as Specified Person for Corporate Agent

**Personal Details:**

Martial status :Married

Date of Birth :19th August 1990