**Divya R**

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**Profile Summary:**

* A strategic professional with over **6 year of experience** in Retail Operations/Banking Operations and related activities.
* Presently associated with **ICICI Bank ltd** in Operations group as **Manager**, Hyderabad.
* Managing customer service Operations for rendering and achieving quality services, resolving customer complaints.
* Spear heading a **team of 20 members** and directing end to end Operations.
* **Handling Internal and external auditors** and Managing key activities of Retail Operations group and preparing monthly reports.
* Experienced in establishing **designing the process** with streamlined work flow and creating environment to enhance Productivity.
* Implemented **Brain storming sessions** for re-engineering of the existing process which in turn leads to Cost saving and Straight through Processes.
* Managed **payroll, training** and **motivating staff** and conducted **performance reviews** every month for excellent outcome at the end of the year.
* Plan and schedule staff on shifts **to maintain better work life balance** based on Business demands.
* Familiar with required reporting procedures including the use of **MS office software**.

**Highlights**

* Worked on Insta Fulfillment to customers via Application integrations for better Digital approach, Decongestion of process, Paperless processing, Zero Touch by automating processes without any Manual intervention, Enhanced customer engagement by introducing Digital services (**Currently working on implementing WhatsApp services at Bank level**).
* **Implemented ideas and executed the automations** through Robotics and based on various application integrations, Intelligence to simplify multiple activities related to Credit Card Operations since last 6 years which in turn **lead to 15 Man power saving.**
* Worked on multiple **paperless processing activities** which in terns lead to Digitization and Instant resolutions & **Cost saving of 120 million per annum**.
* Part of communications triggered to customers via SMS in **Go –Green initiative** category **for Physical PINS** that were triggered to customers across Bank level.

**Roles and Responsibilities:**

* Process Operations
* Vendor Management
* Data Reconciliation and analysis
* Process excellence
* Work with Business partners to ensure we are **meeting all Operational metrics.**
* Dealing and Monitoring **the central level MIS/Reports** for various Operational activities.
* Provide inputs to team members for management and on **improving the effectiveness** of the daily Operations.
* **Ramping up team’s performance** and delivering value added solutions which further enhances Operational Profitability performance goals along with **performance appraisals** by providing timely feedback and training on ongoing basis.
* Assist internal customers and perform day to day functions as necessary.
* Ensure customer complaints are handled and resolved in a **timely and effective manner**.
* Maintained proper record documentation/retention according to company for audit purpose.
* Reports and **provides operational feedback** and performance to leadership either through verbal or written means of communication.
* **Command on handling different management processes** as they vary from normal operations to disruption or emergency scenarios.
* Making automations and suggestions in process improvements and **cross functional training** for better work life balance.
* Identifying the **improvement** **areas and implement adequate measures** to enhance the better Operational and customer services.

**Strengths & Attributes**

* **Self-motivated** and committed leader
* Ability to think **logically** in order to present and justify
* Ability to meet deadlines with **accuracy** and demonstrate a **sense of** **urgency**
* **Flexibility and mobility** to work in various roles based on business needs
* Dedication and Hard worker
* Multitasker
* Collaborative nature

**Rewards and Recognitions**

Awarded in Challengers and Champions league 2020 held at ICICI BANK PAN India level **for Business Knowledge Programme** in Mumbai.

Awarded in Challengers and Champions league 2019 held at PAN India level for **#Year Of Acceleration** in Goa.

Also received **Certificate of Recognitions** for most of the **Initiatives and Automations** done in below categories every year.

* Going above and beyond
* Innovative and Creative solutions
* Process Enricher

**Growth Path:**

* May’ 14 – Apr’ 15 as Probationary Officer
* May’ 15 – Apr’ 16 as Deputy Manger I
* May’ 16 – Apr’ 19 as Deputy Manger II
* May’ 19 – till date as Manager

**Academic Credentials:**

* **PG Diploma** in Banking from **Manipal University** in 2013
* **Bachelor of Engineering** in Electrical and Electronics from JNTU till 2011.

**Personal Details:**

**Date of Birth :** 21/08/1990

**Languages known :** English, Hindi, Telugu

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