#### U. RAJESH

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**Seeking managerial assignments in Business Analysis/ MIS Analysis & Reporting using QlikView and SAS and MS Applications like SQL, MS-Office / Back Office Operations/ Client Relationship Management/ Team Management with an organisation of repute**

## Profile Snapshot

* A result-oriented professional with **nearly 14+ years** of experience in Banking and Finance, SAS Admin/ Analysis & Reporting and Team Management with leading organizations.
  + As a Lead Consultant, Extensively worked in SAS 9.4, 9.3, 9.2 Multitier 32 and 64 bit Environment managing Platform Administration and expertise to EBI suite & SAS Solutions across the SAS Grid Environment.
  + Serve as the go-to subject matter expert for IT personnel on all day-to-day problems involving the SAS Platform Administration support, Configuration, Server performance tuning, troubleshooting, gathering and interpretation of diagnostics.
  + Installed and configured SAS AML 6.3. Worked exclusively in implementing SAS AML 6.3 solution end to end.
  + Coordinate installation of upgrades, enhancements, and changes to SAS software
  + Perform testing and quality assurance for all upgrades, enhancements, and changes to SAS software, including new releases, hot fixes, and service packs
  + Perform SAS testing and SAS quality assurance for any upgrades, enhancements, and changes to non-SAS-software aspects of the hardware, software, and network that affect or involve the SAS server.
  + Define the BI server user groups and corresponding logical servers. Strong Experience in configuring SAS Application servers like SAS Workspace Server, Stored Process Server, OLAP Server, Pooled Workspace Server, Connect Server.
  + Strong SAS programming skills and expertise in SAS/Base, SAS/Macro, SAS/SQL, SAS/Graph, SAS/Access, SAS/Stat, SAS/Connect, SAS/SHARE.
  + Worked as COE on SAS Competency building, Information Management includes Data Migration, Data Integration, Data Quality, and Data Governance, Data Archiving, interaction with SAS Presales Team and work on RFP.
  + Design and implement scheduled backups of the SAS metadata and Physical files backup. Developed SAS scripts to perform Archival of SAS logs.
  + Experience in change Management, Incident and Release Management methodologies. Worked in client location, involved in system study and design, requirement gathering and project sizing.
  + Performing Regular Monthly Maintenance Activity of stopping and starting of SAS Servers. Performing SAS Disaster Recovery Activity Support every year. Providing SAS best practices and guidelines.
  + Administer SAS BI server user access definition and controls. Addition of users to Metadata, registering tables, creating Groups, Define multiple Authentication domains for getting user authenticated. Troubleshooting SAS Access issues.
  + Creation of ACT Security Framework in SAS Metadata and Creation of ACL security Frame work at the OS level. Set up different level of Authorization on Metadata Resources (Libraries, Data, Reports, Stored Processes, Information Maps, etc.) for different users/groups.
  + Set up data access to various DBMS, such as Oracle, Teradata, DB2, and SQL Server within Metadata Server with different level of Authorizations.
  + Support of Platform Job Scheduler Administration, Configuring LSF clusters, configuring of LSF queues, LSF Hosts and LSF parameters.
  + Migration of DI Jobs, Stored Procedures, SAS Programs, Reports, SAS Datasets, Excel, and CSV files from Development to Production Environment.
  + Schedule and coordinate all planned outages on the SAS server. Alert users affected by unplanned outages on the SAS server, notifying them if there is to be an emergency reboot, and keeping them informed as to status and progress during the outages.
  + Review, evaluate, and select all SAS software fixes for relevance. Serve as liaison to SAS Institute on all aspects of the SAS software, licensing, and cost matters. Review and advise on annual renewal of licensing for SAS software portfolio
  + Monitoring and troubleshooting issues SAS Servers Application and system logs, enabling SAS Additional logging parameters on SAS configuration files to troubleshoot and debug Errors.
  + Develop a monitor to track who is using the SAS server, when, and with what impact on CPU and memory resources.
  + Develop a monitor with email alerts to notify users whenever their SAS process have consumed a threshold amount of CPU time, with follow-up alerts upon further consumption of each threshold increment, with email alert copies to Server Administrator.
  + Develop a monitor to track user’s data usability, control audit and forecast for future usage processing. Perform disk space Capacity planning and allocate disk space for applications and users support
  + Develop a monitor for disk space usage reporting for permanent data, with emails to users of shared disks that reach or exceed a threshold
  + Develop a monitor to detect old data not cleaned up from critical shared disk used for SAS work data sets, sending email alert to owning user, with copy to Server Administrator—if the shared disk fills up, an entire group of users is immediately denied access to SAS
  + Coordinate and monitor progress of testing by users and professional programmers
  + Provide guidance and assistance to SAS Developers on operational and technical issues. Interaction with SAS Technical support on Administrative and system issues.
  + Provide documentation, code samples, and assistance for users who access data from non-SAS sources.
  + Build and maintain SAS custom macros. Develop, administer, and analyze results from surveys of SAS user satisfaction and SAS user needs. Extensive expertise in analyzing data and generating reports, summary tables, listing and graphs.
  + Assist users on usage of client tools SAS Enterprise Guide and SAS Add-in for Microsoft Office. Provide internal SAS consulting for users on matters of how-to, performance, or malfunction
  + Serve as user liaison/educator for upgrades to the SAS server and SAS client software
  + Organize and host internal SAS users meetings for user mutual education and networking. Perform SAS training and Serve as coordinator for all SAS-provided on-site training
  + Design, create, and maintain a web-based User Documentation and Tools environment for access to local documentation and resources, as well as those hosted at SAS or elsewhere on the internet
  + Strong communication & Relationship Management skills, analytical ability and ability to perform under challenging circumstances.
* Building a Dashboard with related worksheets which has Filters, Actions and Parameter control and User Design through Tableau, Cross Skilled across technologies to support the Agile way of works for Analytics.
* Successful Delivery of Tableau - Dashboard Design performing analysis, retrieving the requirements for the design of reports and its respective build-testing activities for the final web dashboards.
* Insightful exposure in carrying out activities pertaining to Banking, Business Intelligence, Tableau, Power BI, Base SAS, SAS Macro, SAS AML (Anti Money Laundering), SAS BI, SAS DI & SAS Administration.
* Successfully delivered BI Dashboards and Reports on Banking Data with requirements gathering, data analysis, designing architect document, data/schematic preparation and lead a team on project module basis for Visualization Prototype Dashboard Development

**SAS Statistical Functional Analyst**

* + Contribution mainly focused on the Application of SAS in Analytics, Statistical Modeling, and Data Modeling.
  + Good Experience in usage of Statistical Methods like Applied Statistics, Multivariate Analysis, Predictive Modeling: General Linear Modeling, ANOVA & Regression techniques, Design of Experiments, Cluster Analysis, Quality Control Techniques, Econometrics & Time Series Analysis.
  + Creation of Functional Specification articulate programming algorithms, inputs, outputs and assumptions. BRD Documents and Process Flow Diagrams. Providing Technical/Functional SAS solutions to the business requirement.
  + Extensive use of SAS STAT Module, usage of SAS E-Miner and creation of SAS Analytical Macros in Quality Improvement (Warranty Analysis) for creating reports like Shewhart Control charts, Statistical Driver, Pareto Analysis, Trend Control Analysis, Exposure Analysis, Geographical Analysis, Time of Claim Analysis, Forecasting Analysis, Wu-Meeker Emerging Issues, and usage of Reliability techniques for life time distributions like Weibull , Lognormal and Exponential.

**SAS ETL/Data warehouse/OLAP**

* + Design, model and create analytical datasets using SAS Data Integration Studio/Enterprise Guide and creation OLAP Cubes using SAS OLAP Cube Studio.
  + Created analytical and summarized reports with graphs using Enterprise Guide for analytic users.
  + Develop automated SAS Reports using Stored Processes and publish them using SAS Enterprise Guide and deployed them in Web Environment.
  + Publish reports in SAS Web Report Studio and SAS Information Delivery Portal using SAS Information Map Studio and Stored Processes.
  + Manage and work with Stored Process Server, OLAP Server, SAS Workspace Server, SPDS Server, SAS Metadata Server and SAS/Connect Server.
  + Creation of SAS Libraries and configuration to Database Server Manager Connection in SAS Metadata to External databases like Oracle, Sybase, SAP, SPDS, Mysql, SQL Server, Teradata and DB2.

**SAS Information Map and SAS Web Report Studio**

* + Design and implemented SAS Information Map and SAS Web Report Studio security.
  + Created maps using SAS Information Map Studio and created reports for these maps using SAS Web Report Studio.

**SAS Enterprise Guide / SAS Stored Processes**

* + SAS Enterprise Guide to create reports using Oracle and SQL databases.
  + Customized the EG reports to used Client specific Header/Foot notes within the reports. Created SAS Stored Processes within Enterprise Guide and deployed after successful run on the SAS Microsoft Add-Inns.
  + Created various SAS Reports for analytical use with graphs/tabular format.

**SAS Compliance AML Solutions ECM**

* + Trained in SAS Compliance AML Solutions ECM 6.3 to identify key suspicious activity monitoring, customer due diligence, watch-list filtering and Alert Generation Process. Configuration of User setup, scenario migration, Threshold Management and Alert Assignment for AML solution. Regulatory reporting development and configuration.
  + enabling investigators and operational risk in financial institute to streamline processes and conduct more efficient, effective investigations, leading to reduced costs and better fraud prevention to comply the regulatory requirements.
  + Installed and configured SAS AML 6.3 and implemented AML 6.3 solution.

## Career Experience

From Feb 2020 to Till with Scope International Pvt Ltd., Chennai as a Manager - Retail Analytics.

From Jun 2017 to Jan2020 with Wipro Technology Pvt Ltd., Chennai as a Technical Lead.

From Feb 2013 to Jun2017 with Cognizant Technology Solution, Chennai as a Senior Technical Consultant

From Aug2011to Feb2013 with TCS Tata Consultancy Services, Chennai as an IT Analyst

From Oct2009 to Aug2011 with IFMR Rural Finance, Chennai as a Team Member

From Sep2008 to Sep2009 with HDFC Bank, Chennai as an Assistance Manager

From Jan2008 to Sep2008 with HSBC Pvt. Limited, Chennai as an Officer

From Oct2005 to Jan2008 with ADFC Pvt. Ltd., Chennai as a Senior Officer

## Technical Expertise

Tableau Base - SAS SAS Enterprise Guide

SMC (SAS Management Console) SAS Macro SAS OLAP Studio

SAS Stored Process SAS AML (Anti Money Laundering) SAS Web Report Studio

QlikView SAS Information Map Stud SAS DI (Data Integration)

FoxPro Vision Plus (AS-400) CMS (Customer Management System) Linux (Basic Commands)

## Academic Credentials

* **B.Sc. (Computer Science)** from St. Thomas College of Arts & Science, University of Madras,

Chennai in 2003.

* I have completed **BA (Business Analyst)** coursein **ISI (Indian Statistical Institute)**,

Chennai in 2015

* Pursuing **M.Sc. Business Analytics** in **(BITS – Birla Institute of Technology & Science)**

## Organisational Scan

**Feb 2020 to till date Standard Charted Bank (Chennai)**

Working as Manager in Retails Analyst. Working retails product CASA, TD,WM, Credit Cards, Loans Prepare

the Base file for all the Business head, release the MIS for daily, weekly and monthly wise to business heads.

**Jun 2017 to Jan2020 Wipro (Chennai)**

Project was for one of World’s leading Banking Corporation. Project involves to SAS 9.3 Platform Grid Administration Support.

This application is built-up for demand driven forecasting to fulfill the requirement of Business Intelligence and Marketing business teams in the bank and it is a shared SAS Platform used by the entire SAS users in the bank. This project supports all internal applications of Lloyds and help the Lloyds Banking Corp in the decision making process by using analytic models and Forecast Planning and to support multichannel campaign system

**Responsibilities:**

* Providing SAS 9.3 Platform Grid Administration support and SAS Business Intelligence applications used by corporate marketing & analytics business teams.
* Design and develop SAS Application environments for the SAS users across the organization and provide guidance and assistance to SAS Developers on operational and technical issues.
* Involved in detailed technical and business analysis on Lloyds Banking Program releases, including communication with stakeholders and SMEs. Involved in regular discussion with Business Analysts to understand their requirement and provide value added Technical solutions.
* Providing SAS Platform Administration on SAS license Renewal, SAS Hot fixes,creating implementation plans for respective SAS modules and applications. Providing SAS Application support and troubleshooting SAS, Grid Manager and LSF daemon issues. SAS Campaign Monitoring and Application Support for Customer Intelligence Products.
* Designing, implementing, and maintaining security on SAS Metadata and Linux for SAS Applications and Users.
* Develop a monitor to track who is using the SAS server, when, and with what impact on CPU and memory resources.
* Develop a monitor with email alerts to notify users whenever their SAS process have consumed a threshold amount of CPU time, with follow-up alerts upon further consumption of each threshold increment, with email alert copies to Server Administrator.
* Develop a monitor to track user’s data usability, control audit and forecast for future usage processing. Perform disk space Capacity planning and allocate disk space for applications and users support
* Develop a monitor for disk space usage reporting for permanent data, with emails to users of shared disks that reach or exceed a threshold
* Develop a monitor to detect old data not cleaned up from critical shared disk used for SAS work data sets, sending email alert to owning user, with copy to Server Administrator—if the shared disk fills up, an entire group of users is immediately denied access to SAS
* Involved in SAS Disaster Recovery Application Support and provided best practices and guidelines for SAS BI Usage.
* Participated in production software deployments, upgrades, capacity planning and backup strategies and performed systems analysis and systems availability planning and reporting.
* Developed SAS Audit Reports on Metadata Security/SAS users Application Access/Data Leakage/Storage/Performance/Jobs status.
* Creation of SAS SPDS libraries and setting up Security for the libraries with use of ACL scripts. Set up data access connection from SAS to Teradata.
* Monitor the SAS/LSF Services, status of SAS Servers, Monitor Users storage space allocation. Monitor and log SAS Servers, optimize memory usage, Tune servers for optimal performance. Creation of Pages in SAS Information delivery Portal and publishing of reports.
* Scheduling jobs in SAS management Console and PM/LSF for daily, weekly, monthly reporting.
* Promotion and Migration of SAS objects from Development Environment to the Production Environment. Preparation of Test cases.
* Administering Data Access, Register libraries and tables in the Metadata.
* Performing Incident Management and Change Management.
* **Environment:** SAS EG, SAS Management Console, SAS E-Miner, SAS Model Manager, SAS DI studio

**Feb 2013 to Jun2017 CTS (Chennai) – Cognizant Technology Solutions**

Project                        : Auto Loan CRM (Credit Risk Management)

SAS COE (Central of Excellence)

Customer   : USA Bank

Project Period : Feb2014 to Jun2017

Tools                      : Base SAS, SAS BI Tool, Information Map Studio,

Database                     : Teradata, Sybase, SAS Datasets, Flat Files and Oracle

Project Description : Generate the defaulter report based client requirement and logic and for Ccare, Basel, Sales and portfolio reports, Data extraction from multiple sources (like. Teradata, Datasets, Flat files, Oracle and Sybase). Data is process based on frequencies (Weekly, Monthly, and Quarterly & Adhoc reports). We have included QC checkpoints on all the above-mentioned Processes to reduce the % of errors. Generating the final output report in different formats like.TXT, DAT, CSV, DATASETs, MMS file and XLS in dev environment.

**Role and Responsibilities:-**

* Creating complex code. Designed and developed Tables, Indexes and Views in SQL server.
* The Data extraction from multiple sources like. Teradata, Sybase, SAS Datasets, Flat files and Oracle to SAS System based on Clients requirements.
* Based on Clients requirements we will use the DI Transformation to extract required information.
* Sometime we will use the updated the Sql query development code based on Client SDLC document and Update the system parameters.
* Start the job and Monitor the process and Do the Quality Check.
* Parallel runs between DEV & STAGE runs to SASINT run and also comparison both outputs based on daily basic.
* Have created and updated Test plan and Run instructions document for the particular report, according to ISO Test Plan template.
* Administration of SAS product suite and data extraction from heterogeneous data sources to SAS
* Installation, configuration and developed and implemented backup/restore strategy for SAS metadata server
* Extensively used SAS management console
* Developing data security architecture for SAS metadata server
* Start the job and Monitor the process and Do the Quality Check.
* Generating the final output report in different formats like.TXT, DAT, CSV, DATASETs, MMS file and XLS in SAS dev environment.

**Feb 2013 to Feb2014 CTS (Chennai) – Cognizant Technology Solutions**

Project                        : Report Analysis.

Customer   : Retail (US)

Project Period : Feb2013 to Feb2014

Tools                      : Qlikview.

Database                     : Teradata, Sybase, Oracle and Flat Files.

Project Description : This QlikView Project is for Sales Department, which includes Revenue, Cost and Gross Margin, Analyzed the database and provide detailed information on their operational and Forecast for future years. Multiple levels of Hierarchies are implemented such as Sales, Product, Partner, Customers and Service Hierarchy etc.

**Role and Responsibilities:-**

* Worked with Business Analyst and the Business user to understand the user requirements, layout, and look and feel of the application to be developed, and suggested better way of presenting charts, which are accepted and successfully implemented in the dashboards.
* Qlikview infrastructure, data modelling and Report Development.
* Designing & Development of Dashboards, Charts and Scorecards Analysis Reports.
* Participated in activity working with prospective client, assisting with Technical contributions to win new business.
* Presented the Dashboard to Business users and cross functional teams.
* Worked with QlikView 11.20.x, SQL Server, Oracle, Excel, flat files.

**August 2011 to Feb 2013 TCS (Chennai) - Business Intelligent (BI) in Credit Cards**

Project : Manager - Fraud Control / Compliance & AML Monitoring

Customer : US Bank

Project Period : Since Sept 2011

Solution Environment : Base SAS, SAS DI, SAS Enterprise Guide, Web Report Studio,

OLAP Studio.

Tools : SAS Enterprise Guide, Web Report Studio, OLAP Studio, Stored Process, Dashboard

**Responsibilities:-**

* Formulate policies and strategic programs to understand the risk, mitigate loss and to support revenue growth.
* Managing the incident reporting and investigating any cases of actual or suspected fraud and noncompliance to the Organisational Procedures.
* Develop necessary systems and processes to flag fraud cases, prevent occurrences and review flagged orders on the internal system.
* Develop necessary programs to continuously educate the internal and external customers on Fraud and Risk exposure.
* Monitor and identify patterns within fraudulent activities and develop proactive measures to mitigate the risk.
* Ensure evaluation of effective fraud detection systems and strategies.

**October 2009 to August 2011 IFMR Rural Finance (Chennai) as Team Member – Business Intelligent (BI)**

**Project : BUSINESS REPORTS**

**Customer :** IFMR – Internal, KGFS (Kshetriya Gramin Financial Services)

**Project Period :** October 2010 to August 2011

**Project Description** **:** Generating the Business report on Daily,Weekly, Monthly and Fortnightly basis and forecasting business trends and raw data cleaning, this report can be generated by user itself with out our presence. This will use full for KGFS - client, Business Heads and Management team. This Report will contain the Daily business information like per day how many customers are enrolled in our Branch. How many customers is availed IFMR product in particular Branch. How many customers is defaulter on KGFS branch. The information contains Branch Wise and Product Wise and Entity Wise. This information will very use full for management to take the necessary step in the business.

**Solution Environment** **:** Base SAS 9.2,

SAS Macros, SAS Stored Process,

MS-Windows.

**Tools** **:** SAS Enterprise Guide

SAS Management Console

**Responsibilities**:-

* Interacting with clients for requirements gathering, scope enhancement, system study & analysis.
* Interpreting data, formulating reports and making recommendations based upon the research findings.
* Developing new strategy frameworks to identify strategic business opportunities for the firm by conducting Feasibility Analysis and Cost Benefit Analysis.
* Forecasting business trends and raw data cleaning; working on data mining and analysis for different kinds of reporting for all levels (Senior Management) and reaping back the findings.
* Reviewing and editing requirements, specifications, business processes and providing solution through SAS.
* Leading in enforcement of project deadlines and schedules; taking input from various teams and appropriately and accurately applies comments/ feedback.
* Identifying best solution for real business needs; executing the user acceptance testing procedure.
* Consistently delivering high-quality services as well as understanding components of running a fiscally successful project.
* Involved in product and process design.

**Significant Highlights:**

* Successfully reduced manpower cost.
* Instrumental in developing a SAS scripts using Base SAS & SAS Macro to calculate the key risk metrics for various portfolios in order to analyse the performance over period.
* Successfully reduced TAT in conversion of complex data to simplified form by using SAS Macro.

**Project : PAY SLIP MANAGEMENT**

**Customer :** KGFS (Kshetriya Gramin Financial Services)

**Project Period :** March 2010 to October 2010

**Project Description** : Generating automated pay slips for KFGS Employers by

monthly basis. HR Team will share the salary information

like (Basic, HRA, PF, Special allowance, Travel allowance, etc...)

**Solution Environment** **:** Base SAS 9.2,

SAS (Enterprise Guide),

MY SQL &

MS-Windows.

**Tools** **:** SAS Enterprise Guide

SAS Management Console

**Responsibilities:**

* Interacting with clients for requirements gathering, scope enhancement, system study & analysis.
* Interpreting data, formulating reports and making recommendations based upon the research findings.
* Developing new strategy frameworks to identify strategic business opportunities for the firm by conducting Feasibility Analysis and Cost Benefit Analysis.
* Forecasting business trends and raw data cleaning; working on data mining and analysis for different kinds of reporting for all levels (Senior Management) and reaping back the findings.
* Reviewing and editing requirements, specifications, business processes and providing solution through SAS.
* Leading in enforcement of project deadlines and schedules; taking input from various teams and appropriately and accurately applies comments/ feedback.
* Identifying best solution for real business needs; executing the user acceptance testing procedure.
* Consistently delivering high-quality services as well as understanding components of running a fiscally successful project.
* Involved in product and process design.

**Project : WEALTH MANAGEMENT**

**Customer :** KGFS (Kshetriya Gramin Financial Services) Client

**Project Period :** October 2009 to February 2010

**Project Description** : Wealth Management system maintains information about customer and information of IFMR’s Products like JLG (Joint Liability Group), Working Capital Loan, Retailer Loan, Education Loan, Jewel Loan etc..

**Solution Environment** **:** Base SAS 9.2,

SAS Macros,

SAS Enterprise Guide

MY SQL & MS-Windows.

**Tools** **:** SAS Enterprise Guide

SAS Management Console

**Responsibilities**:

* Interacting with clients for requirements gathering, scope enhancement, system study & analysis.
* Interpreting data, formulating reports and making recommendations based upon the research findings.
* Developing new strategy frameworks to identify strategic business opportunities for the firm by conducting Feasibility Analysis and Cost Benefit Analysis.
* Forecasting business trends and raw data cleaning; working on data mining and analysis for different kinds of reporting for all levels (Senior Management) and reaping back the findings.
* Reviewing and editing requirements, specifications, business processes and providing solution through SAS.
* Leading in enforcement of project deadlines and schedules; taking input from various teams and appropriately and accurately applies comments/ feedback.
* Identifying best solution for real business needs; executing the user acceptance testing procedure.
* Consistently delivering high-quality services as well as understanding components of running a fiscally successful project.
* Involved in product and process design.

**Sept 2008 to Sept2009 HDFC Bank(Chennai) Assistant Manager – Business Intelligence Unit (BIU) in Credit Cards**

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**Project : DATA MANAGEMENT**

**Customer : HDFC BANK-** Internal

**Project Period :** September 2008 to September 2009

**Project Description** : Extract the Credit Card Data from various system like AS 400, SQL Server, CBS(Core Banking System), after extracting data from system, Ensured data download from regional level, Product level, Department level operations and analysing the same using the AS 400 & Base SAS. The data should contain how many customers are availed HDFC Credit Card and the sum of transaction amount are happened that card, how many defaulter etc...

**Solution Environment** **:** SQL Server,

Vision Plus,

Fox Pro.

**Tools** **:** SQL Server,

Vision Plus,

Fox Pro.

**Responsibilities**:

* Understanding the business process management and business requirement of the client; documenting and analyzing the required information and data.
* Structured queries using the SQL and Fox Pro depending upon the user specification.
* Ensured data download from various regional level operations and analysing the same using the AS 400, Fox Pro depending upon the user specification’s
* Documenting and analysing the required information and data.
* Reviewing and editing requirements, specifications, business processes and providing solution through SAS.
* Automating and sending the reports on daily business results to executive leadership via Fox Pro automation.
* Consistently delivering high-quality services as well as understanding components of running a fiscally successful project.
* Managing Team.

# Significant Highlights:

* Successfully developed software requirement for daily basis MIS automation.
* Efficiently used advanced excel options like External Data Source, OLAP Cubes to analyze data optimally.
* Successfully reduced TAT in conversion of complex data to simplified form by using Macro.

**January 2008 to September 2008 HSBC Limited (Chennai) – Business Intelligent in Credit Cards**

**Project : Fraud Control**

**Customer : HSBC BANK-** Internal

**Project Period :** January 2008 to September 2008

**Project Description** : Being an available and credible point of contact for fraud queries, forming relationships with operational management and being a highly visible counter-fraud presence. Champion Relationship with regional business partner’s fraud managers regarding investigations and transfer of best practices and to understand market trends.

**Solution Environment** **:** Base SAS 9.2,

AS-400,

Fox Pro.

**Tools** **:** Base SAS 9.2,

Fox Pro

AS-400

**Responsibilities**:

* Actively involved in RISK COUNCIL – India.
* Minimizing fraud losses to the bank through adopting sampling techniques and suggested procedural/policy improvements through learning’s resulting from fraud investigations.
* Average month on month potential savings of minimum 3M in identifying document frauds.
* Investigating Lost/Stolen/Never Received Cards / Compromised / Skimmed / Misused.
* Conducting third party audits (Direct Sales agencies, Verification agencies etc.)
* Timely blocking of card for suspicious fraudulent activity.
* Maximizing fraud related recoveries through effective use of External Security Consultants within prevailing legal/Group/ INM policy framework.
* Timely communication of key information and trends to the Senior Management by way of generating and using detailed Fraud Control MIS.
* Evaluating, scrutinizing and ascertaining the credit viability of prospective credit card applicants.Significant Highlights:
* Successfully developed software requirement for daily basis MIS automation.
* Efficiently used advanced excel options like External Data Source, OLAP Cubes to analyze data optimally.
* Successfully reduced TAT in conversion of complex data to simplified form by using Macro.

**Oct 2005 to January 2008 ADFC Pvt. Ltd.** (Subsidiary Company of HDFC Bank-Credit Division) **Senior Officer (Credit Card)**

### Project : MIS Analysis

**Customer : HDFCB BANK-** Client

**Project Period :** October 2005 to January 2008

**Project Description** : Designing reporting formats to provide accurate information in a clear and concise manner and supporting existing reports and MIS (management Information System) processes. Pertaining to process and productivity, monitoring implementation of MIS processes and evaluating their effectiveness. Generating, presenting daily / weekly monthly reports, creating MIS report and presenting it to the concerned department.

**Solution Environment** **:** SQL

Fox Pro.

Ms-Office

**Tools** **:** SQL

Fox Pro

**Responsibilities**:

* Interacting with clients for requirements gathering, scope enhancement, system study & analysis.
* Interpreting data, formulating reports and making recommendations based upon the research findings.
* Developing new strategy frameworks to identify strategic business opportunities for the firm by conducting Feasibility Analysis and Cost Benefit Analysis.
* Retrieved the Cards Transaction List.
* Generated daily/ weekly/ monthly MIS on Balance Transfer and reporting directly to the Functional Head.
* Released the daily tracker on the performance of Tele Sales Channel.
* Coordinated with the Transaction Processing Unit (TPU) on the status of Balance Transfer & Posted Status to sales on weekly basis.
* Identifying best solution for real business needs; executing the user acceptance testing procedure.
* Involved in product and process design.

# Significant Highlights:

* Instrumental in contributing to the successful administration of HDFC Bank (Subsidiary of ADFC).
* Demonstrated excellence in establishing day-to-day MIS (Management Information System).
* Rendered business solution to the Business Head, Sales Manager and Area Sales Manager.
* Established congenial relationship with Customer, subordinate staff and superiors.

**June 2004 to June 2005 Effulgent Technologies Pvt. Ltd. Data Conversion Operator**

**Project : DATA MANAGEMENT**

**Customer : CITI BANK-** Client

**Project Period :** June 2004 to June 2005

**Project Description** : Print the Cheque Books and Despatch the credit card to the CITI Bank customer, and generation the report on Weekly /Monthly basis, this report will contain how many cheque books are print on region level, and how many credit card are dispatched on region level and product level etc...

**Solution Environment** **:** Fox Pro.

Ms-Office

**Tools** **:** Fox Pro

**Responsibilities**:-

* Handled the Cheque Dispatch Unit and Credit Card Unit for E-serve International affiliate of Citibank Overseas Investments Ltd.
* Worked on Data Convertion Opeartion and Handing Cheque Dispatch Unit for E-Serve International affiliate of Citybank Overseas Investments Ltd.
* Generate the cheque basis on customer request.
* Generate the report for daily weekly and Monthly, how many requests has raised and how cheque books has delivered.

## Personal Dossier

Date of Birth : 15th April, 1981

Sex : Male

Nationality : Indian

Marital Status : Married

Location : India Chennai

Mailing Address : No.176/A, TVS Colony, 45th Street,

Anna Nagar West (Ext), Chennai – 600101

Permanent Address : No.176/A, TVS Colony, 45th Street,

Anna Nagar West (Ext), Chennai – 600101

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Passport No : J6622322