

Anu Sharma

Team Lead | Lean Operations Analyst | Process Analyst

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PROFESSIONAL SUMMARY

- ❖ Overall 10+ years of experience of providing excellent customer service and working in different banking domains.
- ❖ Experience is functional areas testing such as AML, KYC, Financial Crime, Credit Risk, Portfolio management and lending Operation.
- ❖ Liaise directly with Client to gather KYC information, maintaining a professional manner and delivering excellent client service. Develop dashboards to measure TAT and review it on a day-to-day basis.
- ❖ Closely monitor the team on a day to day basis to ensure all SLA's are met and Collaborating with other teams across to tackle any customers' issues
- ❖ Implement a robust Knowledge Management model including maintenance of SOPs, process/policy change management, training of new joiners and ongoing training of existing processes.
- ❖ Audit customer service procedures and trends and determine system improvements. Getting users to fill out KYC documentation by collecting, validating, verifying, analyzing, and calling them.
- ❖ Collaborate with Business Risk Management and Compliance in understanding, reviewing & assessing Core Compliance. Ability to identify changes to processes and procedures to improve productivity and efficiency
- ❖ Follow up with the right team about the needed paperwork. Keeping in touch with different senior relationship managers inside the company.
- ❖ Solving business problems and technical challenges within the team in an Agile methodologies..

WORK EXPERIENCE

NatWest Group, Bangalore — *Customer Service and Team Lead*

FEBRUARY 2021 - PRESENT

- ❖ Maintain the monthly dashboards, customer service KPIs, metric, MI, Allocation-tasks, SOP, Audits etc.

SKILLS

- ❖ Microsoft Office Suite (Excel, PowerPoint, Word, Outlook)
- ❖ Customer service practices
- ❖ Data analysis in SQL Basic & Excel
- ❖ Used softwares for tracking, searching & mapping tasks
- ❖ Chatbot customer experience
- ❖ Effective communication and problem solving skills
- ❖ Teambuilding & Training
- ❖ CRM portal
- ❖ Data Governance, Data Quality and MIS

EDUCATION

Bharati Vidyapeeth University, Pune — *MBA*

JULY 2021 - JUNE 2023

YMCA, New Delhi — *PostGraduate (Public Relation, Advertising & Marketing)*

JULY 2009 - JUNE 2010

Delhi University, New Delhi — *Bachelor of Arts (Literature)*

MAY 2006 - JUNE 2009

CBSE Board, Delhi — *12th (Humanities & Economics)*

APRIL 2005 - MARCH 2006

CBSE Board, Delhi — *10th*

APRIL 2003 - MARCH 2004

- ❖ Mentoring employees in new processes & strategies to help them to best handle customer dissatisfaction and methods to resolve issues.
- ❖ Demonstrate ability to be a self-starter and critical thinker. Learn new skills as required or provided by the team. Demonstrate a passion for using data & analytics to solve business problems and improve operational efficiency.
- ❖ Preparing relevant MI reports and sending the UK counterparts. Track status and monitor report status to the superior.
- ❖ Delivers the mandatory training, process walk-through and highlights to the fresher and other location colleagues.

Royal Bank of Scotland, Gurugram — Senior Operations Analyst

OCTOBER 2016- FEBRUARY 2021

Checking the Quality of transactions made in resolving the complaints of Customers..

- ❖ Maintaining 100% accuracy during Business strategy.
- ❖ Adherence to laid down QUALITY & QUANTITY SLA's are met. Ensure in place, a robust workflow allocation model
- ❖ Manage process escalations from internal/external customers.
- ❖ Generate and provide key metrics and other reporting to managers.
- ❖ Setting out the Quality standard of various Processes.
- ❖ Identify opportunities for customer experience enhancement and process improvements ideas

Royal Bank of Scotland, Delhi — Process Associate

MAY 2012 - OCTOBER 2016

- ❖ Meet the deadlines in terms of no. of Complaints resolved in specified time.
- ❖ Verify the Customer documents and on base renew the Customer Overdraft and maintain all mandated documents.
- ❖ Provide Risk Manager analytics support, and work closely with the coverage team to help drive quality.
- ❖ Support the Customer Success team by creating cost estimates for clients as needed.
- ❖ In depth knowledge of corporate structures i.e. privately owned or public companies, trusts and partnerships.

Royal Bank of Scotland, Delhi — Trainee

NOVEMBER 2011 - MAY 2012

- ❖ Understanding how a company operates, getting familiar with personnel duties & creating and giving presentations.
- ❖ Help managers complete daily tasks (e.g. implementing new policies, writing reports & analyzing data).
- ❖ Analyzing the product knowledge and serving the customer in a smooth manner.

CERTIFICATES

Pursuing lean Operation Management and Six Sigma From IIM (Rohtak)

Concepts of AML, KYC and Compliance (Udemy)2021

ACHIEVEMENTS

- ❖ Received the star obvation every year.
- ❖ Manage a team with 5-FTE and work allocation.
- ❖ Received Bronze Ovation for the finished the pending policies of customers with a high number of terms.
- ❖ Received Bronze Ovation for the quality checkings for the Uk Team.