

Anu Sharma

SaaS Customer Specialist | Lead Operations Analyst

New Delhi
+91-9999038818
anusharma2610@outlook.com
LinkedIn://anu1989

PROFESSIONAL SUMMARY

- ❖ Customer Service & Operations Analyst with 9+ years of experience in identifying, researching & recommending methods for addressing business issues.
- ❖ Participate in Core Compliance Risk controls projects and technology teams for bulk or process remediation's (RPA).
- ❖ Collaborate with Business Risk Management and Compliance in understanding, reviewing & assessing Core Compliance .
- ❖ Strategic-relationship & partnership-building skills, listen attentively, solve problems creatively and use tact and diplomacy to achieve win-win outcomes.
- ❖ Reporting, tracking and follow up of control exceptions with Front Office/Middle-Office/Compliance/COO/ITEC-Support/ORCM/OSM's etc. Work in conjunction with business to understand business, concerns, future plans and provide support to mitigate risk.
- ❖ Solving business problems and technical challenges with your team in an Agile way and developing customer service policy and improving customer service team morale.
- ❖ Experience in functional areas testing such as AML, KYC, Financial Crime, Payments.
- ❖ Production of Risk Dashboards/Reports using data from various sources/tools eg- operational incidents, Audit recommendations, Key Controls, BCM, Spot checks, RCSA, Action Plans, Operational indicators like Cash breaks, securities breaks etc.

WORK EXPERIENCE

NatWest Group, Gurugram — CS and Operations Analyst

FEBRUARY 2020 - PRESENT

- ❖ Handling customer complaints and query via email, skype and provide the customer resolution without breaching the SLA and TAT.
- ❖ 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 & Excel
- ❖ Real-time support business & technical team
- ❖ Used softwares for tracking, searching & mapping tasks
- ❖ Chatbot customer experience
- ❖ Effective communication and problem solving skills
- ❖ Teambuilding & Training
- ❖ 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

CERTIFICATES

Agile fundamentals, Scrum and Kanban (Coursera)

Concepts of AML, KYC and Compliance (Udemy)

- ❖ 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 the all relevant MI reports and sending them to the direct UK onshore Team. Track status to the plan and report delays to supervisor and assist with management reporting.
- ❖ Delivers the mandatory training, process walk-through and highlights to the fresher and other location colleagues.
- ❖ Work with Customer success managers to understand and drive adoption with the business processes which manage the customer success touchpoints.

ACHIEVEMENTS

- ❖ Received the star obviation 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.

Royal Bank of Scotland, Gurugram — Operations Analyst

OCTOBER 2014 - FEBRUARY 2020

- ❖ Checking the Quality of transactions made in resolving the complaints of Customers.
- ❖ Work instruction updating for existing and new Process.
- ❖ Maintaining 100% accuracy during Business strategy.
- ❖ Provide the risk factor and improvements ideas in Business .
- ❖ Review of the customer complaints and assess the clients feedback, evaluate areas of improvement.
- ❖ 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.

Royal Bank of Scotland, Delhi — Process Associate

MAY 2012 - OCTOBER 2014

- ❖ 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).