

ANUBHAV SIRKER

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SENIOR ANALYST / SENIOR ASSOCIATE

7+ years of contributions in **streamlining operations, invigorating business, heightening productivity & enhancing processes.**

PROFILE SYNOPSIS

- Exposure in **scaling up business operations**, establishing processes, streamlining workflows and creating environment to enhance productivity while building and motivating staff
- Set direction for driving organizational processes, framework and methodology for clients; develop rapport and work with clients/stakeholders to elicit requirements and determine the best technical approach to address client's business problems
- Out-of-the-box thinker with track record of **designing & implementing Macro Tracker** thereby, resulting in reducing process steps & errors and thus improving chances to meet daily / monthly TAT & quality
- Expert in developing & effectuating business contingency & continuity / capacity plan to ensure uninterrupted & smooth business operations for attainment of budgeted objectives
- **Part-time Youtuber**; marketing youtube channel through Google Adwords and Facebook Ads
- **Honed leadership skills**; contributed in recruitment & selection, induction, performance appraisal & training, planning targets, monitoring numbers and ensuring the achievement of overall targets on a daily, weekly & monthly basis

Personality Traits:

- Self-driven, adaptable, flexible, open-minded, proactive, efficient, responsible, organized and detailed oriented professional with strong communication & analytical skills
- Strong work-ethic with ability to multi-task in a fast-paced environment under tight deadlines

#EXPERIENCE

Senior Analyst (Account Maintenance, (US Healthcare) | Fidelity Investments |
May'18-Nov'19

Key Deliverables:

- Conceptualized & implemented best practices / techniques to ensure operational excellence of all processes
- Worked on Xtract Ticket Manager to address issues reported by external & internal stakeholders, related to issues i.e. payroll, HSA contribution, coverage and benefits allotted to an employee with clients
- Resolved errors and provided root cause through documents and benefit guides validation (Confluence)
- Prepared workarounds to intervene system functionalities to correct customer data sent through client feed
- Facilitated quality and team meetings for SLA discussions and error control
- Engaged with Lead Analysts to mitigate monthly and weekly workarounds for mass SSNs and perform impact analysis (proactively resolving data mismatch or profile correction for all the effected social securities)
- Steered thorough discussions with BA, Configuration Team (onshore/offshore) & Fidelity Clients to correct system, incorrect data & technical glitches; performed tests in non-production environments to determine the cause
- Generated & shared daily reports for non-aging & aging items with the team to prevent the same

Fraud Recovery Analyst (Claims) | JP Morgan Chase & Company
Aug'17-May'18

Key Deliverables:

- Drove research & analysis to prevent risk and fraud on customer accounts through

NOTABLE ACCOMPLISHMENTS

At JP Morgan Chase

- Pioneered the **development of Macro Enabled Tracker** to keep track of the APH which resulted in helping the team to manage their queue with ease and streamlining productivity to achieve team goals
- Increased customer satisfaction through recognizing problems by performing research / data analysis using appropriate tools & resources for **resolution of internal & external customer queries**
- **Revitalized the department** by offering feedback to management regarding necessary changes including upgrades and tool functionality
- Applied **keen customer centric approach** with skills in addressing client priorities and resolving escalation within prescribed TAT, thereby attaining their delight & high satisfaction score

At TCS

- Conceptualized, designed & successfully implemented a **Macro Enabled Tracker** to effectively reduce process steps thus preventing errors for the team

transaction history, purchase history, subscriptions, travel tickets, customer's location, retail store receipts, signatures and various documents related to a suspicious transaction

- Worked on massive customer database to achieve daily productivity and quality targets along with floor support
- Forwarded team quality analysis data to Team Manager and for team performance discussions held monthly in presence of onshore SMEs & Delivery Leads
- Steered quality meets with the team and discussed root cause & preventive measures to be taken to prevent incorrect actions
- Performed on-call discussion with the assigned internal bankers while dealing with sensitive/VIP customers
- Worked on applications/tools to perform analysis on each account, while maintaining the stipulated accounts handled per hour to meet the SLA
- Worked within a queue support model with specific daily targets on the number of customer contacts completed and quality of queries resolution; ensured that issues were escalated appropriately to appropriate internal departments and management
- Maintained accurate documentation of all communication with users and accounts in a timely manner via system tools

Information Process Specialist (Retail , Media & Information System) | TCS BPS |
May'12-May'17

Key Deliverables:

- Led a team size of 10 comprising of senior & new hired specialists
- SME for a major Office Stationery Provider based out of US, set up the process by creating training materials, conducted on-the-job & process trainings, floor support and quality analysis for the pilot batch
- Conducted quality sessions / meetings with the team weekly to mitigate repetitive errors
- Created data charts to present the team productivity and quality for the month and daily production tracker & other deliverables
- Developed various scattered training materials during the expansion of the project and worked over hours to gain in depth knowledge on over 5 ERPs to assist in the expansion of the same
- Attended numerous trainings and QC calibration calls with the onshore delivery leads and SMEs
- Ensured on-call follow-up with customer representatives, answered voice mails, and organized trainings & daily/weekly team meetings to understand perspectives
- Delivered quality measures pertaining to UK customer calls and feedback to concerned teams & managers
- Built & cemented effective working relationships directly with clients
- Involved in business development activities to help identify and research opportunities on new/existing clients

#CORE COMPETENCIES

- Research & Analysis
- Risk and Fraud Assessment
- Customer Accounts Management
- Vendor or Order Management
- Root Cause Analysis
- Impact Analysis
- Cross-functional Coordination
- Floor Support
- Quality Analysis & Control
- Stakeholder Engagement & Management
- Business Process Design & Improvement
- TAT / SLA Management
- Team Building & Leadership
- Incident Management (Account maintenance)
- SOP documentations
- Preparing Training Materials and Application Manuals

TECHNICAL SKILLS

- MS Advanced Excel & PowerPoint, Confluence Web Application, Google & Facebook Ads, Oracle based Application, Extract Manager (Ticket Tool), AS400 End User, Adobe Premiere Pro, Adobe Illustrator & Photoshop, Citrix, SAP based Applications, Agile (Basic Understanding), SDLC (Basic Understanding), User Stories , JIRA(Basic)

PROACTIVE INVOLVEMENTS

- Agile (Scrum) Methodology
- JIRA (Basic Navigation and Usage)
- ITSM (Basic Understanding)
- SDLC (Basic Understanding)
- Active Directory (Basic Understanding)

#EDUCATION

- BBA from IEM in 2011

FUTURE ENGAGEMENTS

- Planning to pursue MBA