

Arun Jose

Manikath House, Tomy Lane, South Panampilly Nagar, Kochi-682020

Ernakulam, Kerala

Ph. 9496456080 Tel. 0484 2313248

DOB. 22nd April 1996

arunjosemanikath@gmail.com

Academic Performance

Highest Qualification- **B.tech** Electronics and Communication(6.54 CGPA)

12th grade-Computer Science(82.40%)

10th grade-10 CGPA

Job Experience

IT Experience: Fresher

Programming languages: Python, C++

Job Experience: Currently Working as Analyst in Royal Bank of Scotland India Pvt.Ltd

Role: Customer Support and Operation Analyst

Expirience:2 Years 6 Months

Working as **Customer support and Operation Analyst, Chennai** . During this tenure post I had training based on banking sectors and had various projects giving services to UK based Customers.

Projects Done in RBS India Pvt.Ltd:

Customer Account Switching(Commercial and Private Banking):

Its a process where we switch the bank accounts of customer by verifying the details of customer from one bank to another. If the customer is eligible for the account switch, we can proceed with the customer request for the account switch. This is done with the help of a database.

Payment Protection Insurance(Shared Services India, Remediation and Operations):

In this project we look in customer complaints on loan repayment insurance. Here we first verify whether the customer is valid for repayment with the help of details given in the backoffice application and database. If the customer is a valid customer we have to calculate the repayment amount with the help of application, making provision for the customers for the repayment.

Digital Customer Support(Retail Banking)

In this project I intensively provide solutions to UK customers to ease their banking processes. This include solutions to their bank account queries, bank card queries and about general banking queries. I was also responsible for finding any error or fraudulent transactions that happens in customer account and reporting and analyzing these error to my managers.

Job Related Trainings Undertaken:

During the Foundation training, trained on basic banking knowledge, Trained on MS Tools, how to treat bank customers.

General Software Proficiency:

- Microsoft tools
- C++,Basics on Python

College Project-Library Automation

College Project focused on eliminating human effort associated with library functions such as issue and return of books. Here students can access the library in multiple ways, either by using their ID card or by their admission no. and password. There is database that can alter by an administrator

Interested in:

Areas of Interests:

- Data Science, Machine learning and Artificial Intelligence
- Environmental Science

Hobbies:

Playing Football, Fish farming, Pet Lover