

Rachana Pramod

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Location - Bangalore

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Profile:

A banker with 12 years of functional and technical experience, worked as an Officer in the Technical Wing of a major Public Sector Bank providing technical support & assistance to all the branches across the country, and in branches handling CASA, Advances and Retail Lending. Strong analytical skills coupled with good communication and interpersonal skills. Recently completed a Business Analysis Certification from IIBA.

Expertise:

- Banking front end operations in FLEXCUBE Retail
- CBS Helpdesk Support (L0) (FLEXCUBE Back End Operations)
- MS Office

Experience Summary:

Canara Bank - Officer at Canara Bank - Department of Information Technology and Digital Banking Services Wing (Dec 2010 – Aug 2017)

- Monitored Branch Opening/Closing and ensured smooth functioning of various bank branches.
- Monitored Bank branch cases in Remedy Server and identified knowledge gap issues and bugs and collaborated across various functional teams.
- Experience with SQL/PLSQL queries to analyse, debug and fetch backend data.
- Uncovered Knowledge Gap issues and bugs and logged cases systematically in the remedy server.
- Responsible for cases related to ATM, Current Account, Savings Account, Over Draft Accounts, Deposit Lien.
- Ensured smooth application of software patches to ensure high quality compliance.
- Debugged cases using PL/SQL and assigned them to the respective L1/L2 Support teams.
- Ensured follow up on all critical issues until resolution by the functional teams.

Branch (Sep 2009- Dec 2010, Apr 2020 - June 2021) and Retail Assets Hub (Sep 2017 to Feb 2020)

- Worked in Cash, Advances/Loans, Current Account/Savings Account, Over Draft sections as an Officer for two years.
- Worked in Retail Assets Hub for two years and handled processing of retail loans such as Housing Finance, Vehicle Loans, Education Loans, and Mortgage Loans.

Education:

- Bachelor of Engineering - Computer Science – Mysore
- Entry Certificate in Business Analysis – ECBA from IIBA
- Certified Junior Associate of Indian Institute of Bankers - IIBF