# SIVA

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**OBJECTIVE**

I am seeking a competitive and challenging environment where I can serve your organisation and establish an enjoyable career for myself. I want to use my high level of skills and experience in your organisation and I work hard to make your organisation a best one.

**SKILLS**

* Analytical skills
* Numerical ability skills
* Complex problem solving
* Decision making skills
* Quick learning skills
* Multi tasking skills
* Creative thinking skills
* CATIA v5
* Auto Cad
* Pro/e
* MS Office
* Computer Skills
* Typing skills (40wpm)
* C++

**WORK HISTORY**

Business Analyst (Contractor) – September 2015 to July 2016

R R DONNELLEY (Client) – Chennai, India

Gem Software Solutions Limited –Chennai , India

Process Associate – July 2016 to January 2017

R R DONNELLEY – Chennai, India

Roles and Responsibilities:

**Business Analyst and Data Analyst** : – **International Banking Process – Barclays Bank (UKRBB)**

* Located and Analysed the PPI (Payment Protection Insurance) Complaints fully in Respond or CMS software of the Barclays Bank (UKRBB)
* Carried out some basic checks such as Address check, Name check, Duplicate Complaint check
* Carried out Fraud & Falcon Check and Northern Ireland check
* Carried out Bankruptcy or Insolvency check
* Researched about the CMC (Claims Management Company) in MOJ Website
* Checked and analysed the LOA (Letter of Authority) details and LOA validity
* Checked about the FOS (Financial Ombudsman Service) if they involved
* Checked about the bankruptcy and IP (Insolvency Practitioner) or OR(Official Receiver) details of the Customer if applicable
* Checked about the Solicitor of the customer
* Carried out BRU and Arrear Check  Correct and Proper Decision had taken to proceed further
* Checked the Rollie formation in the Loan Chain
* Identified the Rollie and loan products such as Barclay Loan, PFLB, Resolve Loan, Advance Loan, Overdraft , Mortgage etc. which had PPI (Payment Protection Insurance)
* Identified suitable Calculators such as Simple, Complex, Oddball calculator and RPC (Regular Premium Calculator) for calculating the redress amount   Analysed the Ledgers and other Scanned Documents for the Calculation
* Calculated the redress amount for all the loan products by using the above calculators and ledgers
* Took a Screenshot of all the Calculators and a word document had made
* Created  a Calculation Table for each loan products which explained about the entire calculation process and tax deduction for each loan products
* With the help of the RST (Rollie Summary Tool) the total redress amount was calculated for all the loans in the loan chain
* Checked for the eligible current account for funds transfer
* Created FRL (Final Response Letter) for the Customer and for the CMC, Insolvency Practitioner (IP) and Solicitor if they involved in the case
* Saved the file and moved to the relevant Queue for further process
* Reported to the Team Leader and the Manager

**EDUCATION**

B.E. Aeronautical Engineering (First Class) – 2013

Nehru Institute of Technology – Coimbatore, India

CGPA – 7.64

High School Diploma – 2009

Oxford Matriculation Higher Secondary School – Sivaganga, India

Percentage – 87%

Secondary School Leaving Certificate – 2007

Oxford Matriculation Higher Secondary School – Sivaganga, India

Percentage – 88%

**LANGUAGES**

* English
* Tamil

**CERTIFICATIONS**

* Advanced Diploma in CAD
* Typing Certificate Lower (Distinction)
* Typing Certificate Higher (Distinction)

**AWARDS**

* Due to my excellent performance R R DONNELLEY gave me a permanent position in their organisation
* Due to my excellent performance I got “EXCELLENT PERFORMER “ award in R R DONNELLEY

**PERSONAL ATTRIBUTES**

* Hard Working
* Self-Motivated
* Adaptive
* Quick Learner