

**MOHAN.N**

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No.101/1,Viswasapuram Textool Nagar,  
Near Ragavendra Temple Saravanampatti Coimbatore – 641035.

## OBJECTIVE

To strive for excellence in my career with dedication, passion, innovation and resource fullness, to enhance my knowledge and skills and to utilize it to add value to the company.

## SKILLS

Skilled in Base management, Document management, Internal audit, Team management, Business Intelligence (BI)

Building and maintaining healthy relations with major clients; ensuring maximum customer satisfaction by achieving production/quality norms.

## EXPERIENCE

**HDB Financial Services Ltd**

**Oct'2023-Oct'2024**

Designation: MIS officer

## JOB RESPONSIBILITY

- Attendance report publishing on daily basis.
- Supervisor wise login and attrition report publishing on daily basis.
- Roster planned v/s Actual roster comparison report on daily basis.
- Approval v/s not Approval attendance report, who taken long leave like a GL, medical issues, maternity leave put this report on daily basis.
- TL /TC wise before 9am and after 9am login report & Support staff login and logout time publishing day to day wise.
- DRR, hourly wise, day and month wise reports with comparison of previous days and months. Product/Team leader / TC /lot / Group / pose band /risk cat /MOB wise put DRR, hourly wise, EOD in a day movement report
- PTP generation vs conversion reports
- Tentative projection vs conversion reports
- Dialer summary reports
- Preparing & maintaining accurate centralized dashboard for the entire process daily /weekly/monthly.
- PPT (power point presentation) & Review format providing WBR /MBR /QBR data to client side.
- Preparing APR report (Agency Performance Report) daily twice in a day.
- Preparing hourly wise call count and disposition wise report will publishing.
- FEE collection slap wise report
- Preparing Awareness calling report
- Analysis monthly report and make some strategy to improve the process.
- Trail gap preparing for south 4 centre on daily basis.
- OCR (On call resolution) report all the product and TC wise.

- Data management for all process.
- Fulfilling the clients required data and reports.

**Chola people & Marketing Services Private Limited**

**Nov'2022-Oct'2023**

### **JOB RESPONSIBILITY**

I am working as a Senior Executive-MIS Support at **Chola People & Marketing Services Private Limited**.

- Preparing the daily MIS report & sharing to the Sales Team.
- Supporting the team to achieve the target through Daily Business run rate to show the Growth & De-Growth & sharing the reports to the BM's
- Co-ordinate with various function teams for collecting Agent data base.
- Sharing Regular MIS Reports to Regional Manager
- Handling legal issues and resolution.
- The main job would be of arranging database for the process & preparing dashboards internally & externally to know the current business run rate.
- Day to Day Report should be updated in MS-Office Excel.
- Business Intelligence-**BI** & **GENCON** tools used for retrieval of Agents business data's.
- Finally, to manage all these resources to achieve the goal of the company.

**Vserve Ebusiness Solutions**

**Oct'2021-April'2022**

I worked as a KYC Analyst at **Vserve Ebusiness Solutions** Projected with **Zebpay** and we worked on the background verification process for the Zebpay customers.

### **JOB RESPONSIBILITY**

**Role-KYC Analyst:**

- Analysis of the KYC details for the individual customers
- Dealing with resolving problems and issues which arise.

**NTT DATA Information Processing service Private Ltd-**

**March'18-Aug'2021**

Worked at **NTT DATA Information Processing Services Private Ltd** as a F & A Operation processing senior representative.

### **JOB RESPONSIBILITY**

**Role-KYC Analyst:**

- Working on a second level analysis (PEER REVIEW) on Back Book Refresh for Small Medium Enterprise.
- also 12 tools that are used to refresh the small business & agricultural customers.
- Handling US, UK and Ireland customer's Onboarding, KYC,CDD,EDD,Periodic Review.
- AML screening for finding hits (PEP, Adverse media and Sanction).

## Aircel Limited - CSD (Customer Service Delivery)

Feb'2017-March'2018

I worked as CSD- **Customer Service Delivery** at AIRCEL PVT LTD.

### MIS REPORTING:

(Post-paid and Prepaid)

- MIS Dashboards - volume trend and analysis.
- Monitoring churn analysis of subscribers.
- Base Management – Subscriber base and photo submission for verification to TERM Cell.
- Reconciliation of database with subscribers accounts.
- Audit – Data submission for internal audit and justification for errors.
- CAF Management – Co-ordinating with vendors for subscriber document scanning, uploading and documentation in system.
- Training and educating the team for development of quality and productivity.
- Resolution of subscriber query and complaints within the timelines.
- Handling legal issues and resolution.
- Post-paid bulk connection verification – Initiation and completion.
- Business Intelligence tool used for retrieval of data's.

## Senior Associate

Dec'2012-Feb'2017

I worked as a Senior Associate at **NineStars Information Technologies Pvt Ltd**, Projected with **Aircel Ltd**.

### MIS REPORTING:

(Post-paid and Prepaid)

- CEF Verification as per TRAI Guidelines.
- Data Base Update to tool
- Regular MIS Reports to Team Manager & AIRCEL Team.
- Employees Production Details and Attendance Details have to be up to date.
- Activation Officer Queries should have to clear through Data Base in Excel.
- Responsible for maintain date to date, month to month Total Caf Collection Report.
- Co-ordinate with various function teams for collecting customer data base .
- The main job would be of arranging database for the process, preparing dashboards internally & externally to know the current runrate
- Finally, to manage all these resources to achieve the goal of the company. of the process and to know the required runrate of the process

## EDUCATION

**Sankara College of Science and Commerce**  
**[Bharathiyar University]**

Year- 2012

BSC( Electronics and Communication System)

Percentage-70%

## TECHNICAL SKILLS

Computer Languages : C, C++,Java, Visual Basics  
OS : Windows XP/ VISTA / 7/8  
Others : Microsoft Office, Flash.

## SUPPORTING QUALIFICATIONS

- Computer**
- MS Word
  - MS Excel
  - MS PowerPoint
  - Photoshop
- Creative**
- Electronics project
  - Drawing(new innovation)

## OTHER INFORMATIONS

- Proficient in English.
- Interested in drawings.

## ACHIEVEMENTS

Academic:

- Won prizes and Participated in many drawing competitions
- Participated in "Limca award" drawing competition.

## EXTRA-CURRICULAR ACTIVITIES

- As a part in NSS.
- Participated in rallies and seminars.

## PERSONAL PROFILE

Father Name : Natarajan.N  
Occupation : Tailor  
Date of Birth : 18-09-1990  
Nationality : Indian  
Gender : Male  
Marital Status : Married  
Mobile No. : 9976801777  
Languages known : To read & write : English and Tamil  
To speak: English and Tamil.  
Permanent Address : No.101/1,Viswasapuram Textool Nagar Near,Ragavendra Temple  
Saravanampatti Coimbatore – 641035.

## DECLARATION

I hereby declare that the particulars furnished above are true and correct to the best of my knowledge and belief.

Place:

Signature:

Date: