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110059

TECHNICAL SKILLS

Basic knowledge of
Excel 2003 and 2010 ●●●●●

TSYS Credit card bata ●●●●●

PERSONAL STRENGTHS

- 1 Honest
2. Punctual
- 3 meticulous
- 4 decision making
- 5 self motivated

AMAR SINGH MEENA

Senior Quality Analyst



CAREER OBJECTIVE

To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people.



EXPERIENCE

RBS

Senior Quality Analyst

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Processes worked for as Quality Analyst

Process 1 :- Insurance remediation :- Under this process performed quality checking for sub processes like Investigation, Registration, Data gathering, Pre- submissions, Calculation.

RBS

Senior Quality Analyst

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Process 2:- Credit card Operations:- under this process performed quality checking for processes like Credit Card chargeback, Application fraud, Counterfeit card, Fake card, Lost and stolen cards, Account take-over.

RBS

Senior Quality Analyst

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Process:-3 Mortgage (Onboarding to Welcome Letter Under this process Customer appreciation has to go through multiple stages like Onboarding, Documents verification, Mortgage underwriting, Appraisal, welcome letter.

RBS

Associate

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Process 4:- Electronic Transaction Suite
The work was to analyse the difference between handwritten amount on the pay checks, pay slips, Batch headers and digits on the system and settle debit and credit.

RBS

Associate

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Process 5:- UK Indexing Process
Work was to process multiple customer request to Open and close account, Cancellation and activation of Standing Order etc.



PROJECTS

Subject Access review

1 month

It was a project where customers asked to review their account history of all types in a printed form for 15 thousand cases.

To Be Deleted

3 months

It was a project of deleting customers duplicate complaints which happened due to the poor understanding of searching customer on data base by the processors and insufficient training provided to them.

Process automation on Excel

6 months

It was a project of connecting excel files, Manually filled with customer information to different applications from which the data would be copied so that the customer information could be provided to customer and third party in a swift and flawless manner.



ACHIEVEMENTS & AWARDS

Promoted to grade 3 for exceptional performance in 2013

Promoted to Quality team for my eye for detail quality

Awarded for my services on completion of 5 and 10 years.

Recognised for conducting internal process trainings

Recognised for processes improvement and amending SOPs

Awarded with spot ovations for preparing internal knowledge Assessment Test

Recognised for Risk identification in different processes



EDUCATION

CBSE

12th passed

2003

Delhi University

B A PASS

2007



PERSONAL PROFILE

Date of Birth : 26/01/1983

Marital Status : Married

Nationality : indian

Known Languages : English, Hindi

Hobby : 1 Reading dictionary to build vocabulary 2. Listening to music old and new songs 3 Watching informative channes like Discovery, Netgeo,

Passport : No