

Srividya Kalyanaraman

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Professional Experience

THREE, UK

Operational Coordinator, Collection system

Glasgow, UK
08/2022 - Present

- Responsible for management of daily / weekly / monthly automated processes.
- Investigating any discrepancies in status and/or balance between in house database and vendors.
- Managing and updating our customer database whilst liaising with the vendors and performance managers.
- Reconciliation of the credit checks, flagging for further collection team.
- Reconciliation of existing and new customers and flagging fraud accounts.
- Query management from internal and external stakeholders.
- Extracting, Manipulating the data and fixing the macros using SAS.

Skills: Alteryx, SAS, CRM

JP MORGAN CHASE & CO

Operations Analyst, Corporate & Investment Banking operations

Bangalore, India
06/2019 - 10/2020

- Achieved a 10% reduction in accounts not held in Nostro-Vostro accounts through efficient execution of swift instructions hard coding the application name system for any unsuccessful payments.
- Conducted Root Cause Analysis (RCA) for prestigious clients such as Vanguard and Deutsche, optimizing Straight Through Process (STP) and diminishing client queries by 15%.
- Automated reports to TAG using Altered, leading to a significant reduction of over 20 hours per week in manpower requirements.
- Responsible for accurate and timely Daily/Weekly/Monthly/Adhoc Regulatory & Statutory reporting related to Cash Management operations.
- Coordinated seamlessly with clients, client's facing members, custodians, banks, and overseas desk, ensuring smooth cash management processes and maintaining strong business relationships.
- Provided prompt and accurate cash confirmations to clients while ensuring adherence to accounting principles and standards.
- Prepared comprehensive Management Information System (MIS) reports, effectively addressed regulator and client queries, and ensured compliance and efficient cash settlement operations.

Skills: SWIFT Messaging, Advanced Excel, Tableau

INDIAN INSTITUTE OF MANAGEMENT, TIRUCHIRAPPALLI

Data Analyst – Intern

Tamil Nadu, India
04/2018 – 06/2018

Achieved: Determine demographic customers' purchasing pattern

Analyzed the product description as well as the transaction history of 1,000 consumers to determine the goods that customers bought most frequently and least frequently, as well as to recommend a plan for those items to attract additional customers.

Skills: Market Basket Analysis using R Studio

Human Resource Analytics Project

Achieved: Automate promotion and transfer policies in one of the prestigious banks in India

Developed a transfer and promotion algorithm based on job designation, location, job function, previous employment branches, and education for a 1,500-person Indian bank.

Skills: Data cleaning, creating advanced filtering functions in R-Studio

Professional Tools & Skills

- **Tools:** SQL, Microsoft advanced Excel, Python, R, Tableau
- **Technical skills:** Data Visualization, ETL, Data and analytical skills, Strong Statistics knowledge
- **Soft skills:** Problem-solving, ability to work in Fast-paced environment, Attention to detail

Additional Certifications

- Google Data Analytics Professional Certificate.
- Advanced Excel
- Data Analysis using R
- Programming with cloud IoT Platform

Education

UNIVERSITY OF GLASGOW

Master's in data science,

Glasgow, UK
01/2022 - 06/2022

Project: Behavior modelling and analysis using machine learning for the mobile game app RPGLite, Python

Modules: Information Retrieval, Recommender system, Human -Centered Security, Deep Learning

Grade: Merit

MOUNT CARMEL COLLEGE

Bachelor of Vocation in Analytics,

Bangalore, India
06/2016-04/2019

Project: Sentiment and Comparative Analysis of Customer reviews of Artificial Intelligence Products, R

Modules: New Age Analytics, Advance Data Mining, Econometrics, Digital Analytics, Data Visualization

Grade: Distinction