

SATHISH S

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SUMMARY

Dedicated professional with a Bachelor's degree in Computer Applications and over a year of experience in auto loan sales at ICICI Bank. Expertise in using Excel for data analysis and process optimization, coupled with strong customer service skills. Seeking to bring my analytical abilities and project management experience to a BPO role, focusing on non-voice operations, copy editing, or project coordination to drive efficiency and quality.

WORK EXPERIENCE

JUNE 2023 - NOV 2024

Business Facilitator , Manipal Business Solutions

Sales and Customer Service:

- Assisted customers in understanding auto loan options, ensuring a clear communication of terms and conditions.
- Processed loan applications, verified customer documentation, and ensured compliance with bank policies.

Data Analysis and Reporting:

- Utilized Excel for data analysis to track sales performance and identify trends.
- Prepared detailed reports on sales activities, customer feedback, and market conditions to inform strategic decisions.
- Conducted regular audits of loan applications to ensure accuracy and adherence to regulatory requirements.

Process Optimization:

- Coordinated with cross-functional teams to enhance workflow efficiency and improve customer satisfaction.
- Trained new team members on best practices and process enhancements, contributing to overall team performance.

EDUCATION

Bachelor of Computer Applications	2019 - 2022
Excel College for Commerce and Science (Periyar University)	74 %
HSC	2018 - 2019
Model School, Sankari (State Board)	50%
SSLC	2016 - 2017
Model School, Sankari (State Board)	80%

ADDITIONAL INFORMATION

- **Technical Skills:** Project Management, Data Analysis, Excel, Ms- Office, Mail generating and CRM
- **Languages:** English, Tamil