# Sankeertana Angara

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## OBJECTIVE

Highly accomplished and respected professional presenting with extensive accomplishments in areas of Banking, Management, Operations, Devops, Accounting and customer service. A fast learner and adopt to changing requirements quickly to meet goals.

### Technical skills:

- **Banking** : Customer Relationship Management(CRM), Banking operations, Service request management, Loans, Account Sourcing,Term deposits, Investment banking, Insurance, Mutual funds.
- **Data science** : Basic knowledge in  Data Analysis , Data Analytics , Machine learning statistics.
- **Operating systems** : MS Windows, Linux/Unix , Ubuntu, MS Excel.
- **CI/CD Tools** : Jenkins ,GITlab,Puppet.
- **Configuration tools** : Ansible , Terraform, Cloud Formation,Chef.
- **Monitoring tools** : Nagios,Cloud watch, elastic search,ELK.
- **Virtualisation tools** : Docker, Kubernetes, Vagrant.
- **Database Systems**  : AWS RDS,Dynamo DB.
- **Cloud Platform** : AWS EC2, VPC, ELB, RDS, Route S3, ECS , Cloud Formation.

## 💼 EXPERIENCE

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|---|---|
| June 2021- October 2021 | Axis Bank Ltd, Visakhapatnam (India)<br>Designation : Deputy Manager<br>Role : Relationship Manager<br><br>Project : Finacle Application management and Relationship management<br><br>Roles and responsibilities: |

- Multiple Account Sourcing ,loan documentations, investments  and sales.
- Process transactions efficiently and accurately while maintaining high service standards.
- Handle customer queries and provide appropriate solutions.
- Engage with customers and generate revenue by promoting and cross-selling retail banking and third-party products.
- Manage relationships with mapped customers to increase the depth of existing relationships.
- Achieve sales targets as assigned by the organization on a monthly basis.
- Handling the technical and functional issues from the Banks which are using Finacle product and deployment.
- Analysing the CRM level logs in webservers and accordingly taking up with vendor.
- Table level anaysis for CRM module and accordingly giving back end update.
- Supporting across geographies for CRM module. Debugging and analysing the issue.

- Providing weekly status report and SLA report of the outstanding issues to the bank.

**ICICI Bank Ltd, Chennai (India)**

October 2019 – May 2021.

**Designation :** Deputy Manager

**Role :** Relationship Manager.

**Project** : Finacle Enhancement and SR processing data

**Module Description: Fincore (Core Banking)**

Finacle core banking solution is a comprehensive, integrated modular business solution that effectively addresses the strategic and day-to-day challenges faced by banks. With Finacle core banking solution, banks can meet the challenges of managing change, competition, compliance and customer demands effectively.

**Role and responsibilities:**

- Providing virtual services for privilege customers.
- Responsible in finding out related solution regarding the customer enquiries.
- Perform data entry services regarding client's accounts and transactions.
- Asset Management, cross selling, Loan payments, financial Analysis.
- Examining of all dormant accounts and soliciting business from them.
- Handling the technical and functional issues from the Banks which are using Finacle product and deployment.
- One to one Customer service and service request management
- Provided 24x7 support. Worked beyond regular hours based onbusiness demands.
- Preparing daily activity checklist, EOD checklist & necessary reports.
- Executing EOD BOD process in 7.X and 10.X for all Branches in Character mode login and checking the process in UNIX platform & perform necessary updating in system.
- Analyzing and resolving the issues by deciphering the source code. Experience in coding stored procedures Triggers.

# 🎓 EDUCATION AND TRAINING

| 2019–2019 | Post-Graduation in Banking and Finance with CGPA 8.56.<br>Manipal University, Bangalore (India) |
|---|---|
| 2014–2018 | Bachelor's in Electronics and Communication engineering with CGPA 7.63.<br>Bullaya College of Engineering, Visakhapatnam (India) |
| Certifications and Trainings | - Skills in MS office, Excel<br>- Operating systems: MS Windows, Linux/Unix, Ubuntu.<br>- C programming,<br>- Beginner in python language,<br>- Certified in Devops application,<br>- Certified in AWS Services,<br>- Certified in LINUX/UNIX administration ,<br>- Certification in NISM Certification in Depositories and Mutual funds,<br>- IRDA Certification,<br>- Knowledge in financial analyst role ,<br>- Knowledge in AML,KYC and compliance. |

# 📖 ACADEMIC PROJECTS

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|---|---|
| **Undergraduate Thesis :** | "Design and Implementation of Color Sorting Machine". |
| | This project describes a working prototype designed for automatic sorting of objects based on the color. TCS230 sensor was used to detect the color of the product and the PIC16F628A microcontroller is used to control the process. |
| **Internship :** | Undergone internship in Airport authority of India(Visakhapatnam). |

## ⚙ SKILLS

- Effective Communication skills and Analytical skills.
- Ability to meet team-based performance targets such as timelines and quality. Keen interest in technology and ability to learn quickly.
- Excellent team player with strong analytical skills.
- Ability to interact with all levels of employees and communicate effectively and build long lasting relationships.
- Ability to do multi-task and work under time deadlines.
- Self-motivated and hard working

## 💬 LANGAUAGES

English:   Proficient User

Hindi:   Basic User

Telugu:   Proficient User

Swedish:   Beginner(learning)