Pradnya Sarwade

linkedin.com/in/pradnya-sarwade

pradnyasarwade28@gmail.com

+91-9221046008

SNAPSHOT

Offering nearly 15 years of rich experience; targeting assignments highly in Corporate Banking, Customer Relationship Management, Query Resolution, and Back-Office Operations with organization of high repute, preferably in Pune; Versatile, high energy professional, successful in achieving business growth objectives within turnaround & rapid changing environment

CORE COMPETENCIES

MIS Reporting & Documentation

Relationship Management

Data Extraction, Collation & Analysis

Query Resolution

Cross - functional Coordination

Sales - Support

Operation Management

Resource Mobilization

Leadership

PROFESSIONAL STATEMENT

- Capable in **data visualization, extraction, analysis**, and preparation of weekly, monthly and quarterly MIS Reports
- Excellence in **organizing, interpreting & communicating information** to facilitate the decision-making process of the Top management
- Resourceful in **identifying loopholes, hindrances, implementing strategies / process** to smooth-line back-office functions and identifying value adds to existing processes
- Skilled in **leading overall operations** and ensuring accomplishment of pre-set targets within stipulated time
- Experienced in **managing back-office functions in coordination with internal & external departments** for smooth business operations
- Skilled in **monitoring delivery of high-quality customer experience**, elevating customer satisfaction, while adhering to standards & work processes
- **Taking stringent measure to reduce complaints** and identifying process improvements for minimizing operational costs

CAREER

Feb'2010-May'2025 with Deutsche Bank (Adecco India Pvt Ltd) as Sales Coverage Support Analyst
Role:
- Working as a direct support to senior management by providing strong reporting & analytical information support to management team and Treasury team.
- Maintaining confidentiality of information and complying with company's rules and policies.
- Developing MIS documentation to allow for smooth operations and easy maintenance.
- Analyzing business information to identify process improvements for increasing business efficiency and effectiveness.
- Gathering & collating end users' requirements to develop an understanding of their business goals and objectives.
- Skilled in using SAP view application for data extraction purposes.
- Analyzing data processing requirements, workflow, and schedule limitations to plan systems which will provide system capabilities required for projected workload.
- Rendering support in managing GTB, Cash and Trade operations

EDUCATION

- Bachelors of Arts
- Diploma in Computer Engineering
- Diploma in Software Testing

TECHNICAL SKILLS

- Skilled in Tableau and Salesforce for Data Visualization and Analytical Extraction
- Expertise in Integrated Database Management System (IDMS)
- Proficient in SAP BO application
- Expert in MS-Office including Advance Excel and Macros

CERTIFICATIONS

Successfully completed certification on Anti Money Laundering Policies (AML): Study on AMI Regulators, its policies and got insights on Global AML regulations and their standards

TRAININGS ATTENDED

- Anti-Financial Crime
- Essential Compliance
- Data protection & Privacy
- Global Information & Security Risk - Awareness & Management Confidential Data Awareness

PERSONAL DETAILS

- Date of Birth: 28th Feb 1982
- Languages Known: English, Marathi, and Hindi
- Passport Number: T6297832
- Address: A4 401, Aldea Espanola Phase 1, Near Orchid Hotel, Baner, Pune - 411045

Previous Assignments

Feb'2008-Aug'2008 with Bhavans Center for Inter-disciplinary Studies (BCIDS) as Admin Assistance & Faculty
Role:

- Organized classes for PPM & PGPMI and conducted software testing lectures
- Coordinated with faculty & students for time scheduling.
- Arranged examination schedule and maintained all records

Aug'2007-Feb'2008 with Diebold Software Service as Software Test Engineer
Role:

- Wrote & executed test case and logged defects
- Managed bug reporting using PVCS tracker, conducted manual testing & TDD's and updated test plan
- Performed SCT, stress testing and load testing on EPP5

Sep'2006-Feb'2007 with Tata Motors Ltd. (TeamLease Services Ltd.)
Role:

- Followed up with the all dealers & vendors of Tata through phone & e-mails for bills and TDS certificate
- Updated camps schedule and venue on website and generated monthly/quarterly reports of sales & services
- Coordinated with Accounts Department for invoices and managing cross-checking vendors royalty amount with agreement terms & conditions

Aug'2004-May'2006 with Cummins India Ltd (Shubha System)
Role:

- Tracked open service requests & followed-up with dealers to close process
- Conducted MTTR & RECT analysis and rendered support to dealers for system issues
- Tracked EDO orders and handled engine replacement order management in Oracle
- Arrange parts from IPDC, plant, company dealers etc.
- Developed debit notes in Oracle