

KEY COMPETENCIES ■ Multi - Operations Management ■ People Management ■ Customer Services  
Commerce Mumbai, Maharashtra Mumbai University  
Operations Manager

Service Manager - Operations (Payment Industry - Prepaid Cards - INR & FTC)

Skill Details

OPERATIONS- Experience - 73 months

SATISFACTION- Experience - 48 months

TRAINING- Experience - 24 months

NOC- Experience - 23 months

POINT OF SALE- Experience - 20 months Company Details

company - Zaggle Prepaid Ocean Services Pvt Ltd

description - Card Operations

company - Yalamanchili Software Exports Ltd

description - 24\*7 Operations Pvt Ltd) Dec 2015 to Feb 2017

Designation: Service Manager - Operations (Payment Industry - Prepaid Cards - INR & FTC)

Key Contributions: ■ A result-oriented business professional in planning, executing & managing processes

■ Ensuring PINs generation (SLA) is maintained and chargeback cases are raised in perfect timeframe.

■ Managing email customer services properly and ensuring the emails are replied properly. Also, ensuring

■ Assisting Bankers (SBI & Associated Banks) for their BCP plans by getting executed in the system with

■ Expertise in maintaining highest level of quality in operations; ensuring adherence to all the quality para

■ Lead, manage and supervise the execution of external audit engagements and responsible for presenti

■ Coach/mentor (20) team members to perform at a higher level by giving opportunities, providing timely

■ Providing the solutions and services to the client in their own premises with aforesaid count of team me

■ Also ensuring end to end process of PR & DR as per client requirements (PR- DR & DR -PR) by interac

■ Determining process gaps and designing & conducting training programs to enhance operational efficien

company - Credit Cards

description - Ensured highest standard of customer satisfaction and quality service; developing new policies

company - AGS Transact Technologies Limited

description - Key Contributions: Lead - SPOC to Banks

company - TATA Communications Payment Solutions Ltd

description - To make ATMs operational within TAT by analyzing the issue is technical or non-technical and

company - Vertex Customer Solutions India Private Ltd

description - Key Contributions: ■ Build positive working relationship with all team members and clients by

company - Financial Inclusion Network & Operations Limited

description - Key Contributions: POS-Operations ■ Cascading the adherence of process is strictly followe

■ Managing Stock of EDC Terminals ■ Managing Deployments of terminals through Multiple teams ■

company - Venture Infotek Private Ltd

description - Key Contributions: POS-Operations

company - Axis Bank Ltd - Customer Services

description - Aug 2006 to Oct 2009 (Ma-Foi&I- smart)

Designation: Team Leader/Executive - Emails, Phone Banking & Correspondence Unit (Snail Mails)