

Nitin Kumar Sharma

10+ years' Experience in IT Services

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CAREER OBJECTIVE

To make use of my interpersonal skills to achieve goals of a company that focuses on IT services for customer satisfaction and experience.

PRESENT EXPERIENCE

Currently, I am working as **Team Leader (Asst. System Analyst)** with **C-Edge Technologies Ltd. Mumbai (Joint venture of TCS-SBI)** which is Application Service Provider to Financial/Banking institutions in India & Abroad.

Leading 10 member's team to provide best support to our customer since Jan-2011.

Job Responsibilities:

- Team Management to meet new needs of clients including client reassignment and training facilitation Managed and monitored results of team to ensure SLA's are met.
- Designed and developed a comprehensive metrics tracking system to monitor service delivery performance, customer metrics,
- Regularly interacted with clients regarding issues, expectations, and potential projects. Ensured work was correctly scoped and staffed (technicians, vendors, etc.) to address client needs and for timely completion of projects.
- Implementation of **Demo Auth, E-KYC, AEPS, m-passbook, Mobile banking, SMS alert, Missed Call Alert & Biometric login.**
- Implementing **ATM module** (RuPay Debit card/Kishan RuPay Card) in coordination with **National Payment Corporation of India (NPCI), Mumbai.**
- Implementation of **RTGS, NEFT, IMPS, ECS, KIOSK Passbook printing machines.**
- Extensive Experience in Black Box Testing which includes Functional Testing, User acceptance testing.
- Creation/Modification of New/Existing products implemented in Bank by proper analyzing & sharing information to back-end team.
- Synchronization between various teams, NELCO for V-SAT connectivity, DSM & IBM for router implementation.

PREVIOUS EXPERIENCE

from July-2008 to Sep 2009

As IT Professional I was working with **MBit Computraining Pvt. Ltd. (New Delhi)** to provide **Application Support** on CBS (**B@NCS24 Core Banking Solution**) Project by **Tata Consultancy Services, Kolkata.**

PROJECT DETAIL

Client: Allahabad Bank, Central Bank of India & various SBI RRBs

Location: All over India

Role: Providing Back end operation support and helpdesk for Core banking software on B@NCS24 platform.

Responsibilities:

- Providing Operational Training to the bank employees for the day to day activities in Core Banking Software on **B@ncs24** platforms.
 - Coordinate with the end-users for smooth day-beginning and day-end operations.
 - Providing on-line support and guidance for end-users.
 - Solving software queries raised by end-users (Branches of the Client).
 - Extensive co-ordination with Network team for resolving queries relating to connectivity problems.
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INDUSTRIAL TRAINING

I have completed my MCA 6th Semester Industrial Training with **RM Infotech Solutions Pvt. Ltd.** on a LIVE project **Transport Management System** which is the module of **ERP System** in **2008**.

Title	: Transport Management System.
Team Size	: 4
Summary	: Data base is managed using SQL Server 2005. System is developed using ASP.Net 2.0

QUALIFICATIONS SUMMARY

- * MCA (Master in Computer Application) with 71% from Uttar Pradesh Technical University, Lucknow (U.P) in 2008.
- * B.Sc. (Bachelor in Science) from M.J.P.Rohilkhand University, Bareilly (U.P.) in 2004.

ACADEMIC RECORD

- * Intermediate from U.P Board (Uttar Pradesh) in 2000.
- * High School from U.P Board (Uttar Pradesh) in 1998.

KEY SKILLS AND COMPETENCIES

Service Delivery

- * Meeting service goals with available resources.
- * Service Management practice in the IT industry.
- * Formulating effective strategies to increase performance.

Personal

- * Making timely, correct decisions that are based on facts.
- * Having positive attitude and a willingness to work hard to achieve company goals.

Customer Management

- * Expertise in planning and delivering support to clients.
- * Experience of working in both the public and private sectors.

AREAS OF EXPERTISE

- * Service Delivery
- * Process Improvement
- * Customer support management

PERSONAL DETAIL

Father's Name	:	Mr. Jagdish Prasad Sharma
Mother's Name	:	Mrs. Preeti Sharma
Date of Birth	:	May 01, 1983
Gender	:	Male
Marital Status	:	Married
PAN No.	:	BKFPK1450E
Passport No.	:	H6XXXXX2
Nationality	:	Indian

PERMANENT ADDRESS

House No.-112 KHA, Moh- Nae Basti
Post- Tilhar, Teh-Tilhar
Distt-Shahjahanpur
State- Uttar Pradesh, PIN-242307

UNDERTAKEN

I hereby declare that all the information given above about me is true to the best of my knowledge.

Nitin Kumar Sharma