

NIKET SAVLA



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Mira Road (E), Thane

OBJECTIVE

To opt for a successful career in an organization that provides a challenging role allowing me to add value by applying my skills earned through experiencing different fields of the market

PROFILE SUMMARY

- ✓ Offering over 13 years of experience in the field of Project Management & Operations Management across Cross Border Remittance & Payments Industry
- ✓ Experience of supervising a team and managing multiple activities within a project
- ✓ Management of multiple functions within Operations viz Onboarding, Customer Service, Compliance-Operations.

STRENGTHS

- ✓ Project Management
- ✓ Team Management
- ✓ Problem Solver

CAREER SYNOPSIS

Tech Manager | PMO

Aditya Birla Payments Bank

May 2018 till date

- ✓ Coordinating & Overseeing multiple IT Projects with end to end Project Management activities like Project Planning, Scope, Scheduling, Execution, Monitoring, tracking, reporting, Implementation, Vendor & Stakeholder management
- ✓ Resource management for timely delivery by developers.
- ✓ Gathering requirements from the Business teams & acting as a point of liaison between the Business and development teams.
- ✓ Coordinating development, maintenance & all requirements for Bill Payments / Recharges / Payment Gateways / Aggregators with the respective stakeholders
- ✓ Providing support to Sales & Business teams on Assisted & Digital channels.

Manager, Business Support

Sigue Support Services Pvt. Ltd.

Sep 2015 till May 2018

- ✓ Led Global / International cross-functional Projects with stakeholders from different part of the world
- ✓ Managed and coordinated Security & Risk, Policies and Procedures
- ✓ Oversee staff & operational performance metrics through KPIs & Quality Assurance

Deputy Manager, Partner OnBoarding and Maintenance, Intl Sigue Support Services Pvt. Ltd.

Apr 2015 till August 2015

- ✓ I led the Partner On boarding & Maintenance team which was responsible to on board partners and the on boarding activities included IT/systems integration, Due diligence, UAT, Production testing, Training etc..
- ✓ Team also analysed & coordinated developments / enhancements made into the applications, requirements gathering, creating BRDs, performed back office Operational activities, published MIS and managed escalations from customer service & agents

ACADEMIC DETAILS

- ✓ Bachelors in Commerce ● Jun 2004 ● Mumbai University
- ✓ MS Project certification from Synergy school of Business Skills

SKILLS

- ✓ Excellent Communication and people skills
- ✓ Customer Service
- ✓ Proficient in MS Office
- ✓ The ability to meet target and deadlines
- ✓ Managing process
- ✓ Analysing information
- ✓ Ability to work under pressure

Asst Manager, Partner On Boarding and Maintenance, Intl

Sigue Support Services Pvt. Ltd.

July 2012 to Mar 2015

- ✓ I was leading the Partner On boarding & Maintenance team which was responsible to on board partners and the on boarding activities included IT/systems integration, Due diligence, UAT, Production testing, Training etc..
- ✓ Team also analysed & coordinated developments / enhancements made into the applications, requirements gathering, creating BRDs, performed back office Operational activities, published MIS and managed escalations from customer service & agents
- ✓ Maintenance of the agent network ensuring all their details are up to date in the system

Senior Executive

Coinstar Support Services Pvt Ltd.

Jun 2009 to Jun 2012

- ✓ I was part of the Operations team responsible for providing support to customers & agents located globally via emails & phone.
- ✓ Performed back office tasks like uploading agents, updating customer fees, setting up of corridors, review and releasing transactions with false matches.

Senior Associate

Tata Consultancy Services (previously known as Citigroup Global Services)

Feb 2008 to Jun 2009

- ✓ Handling inbound calls from Home mortgage customers of Citibank

Associate

Wipro BPO Services Pvt Ltd

Mar 2005 to Jan 2008

- ✓ Handling inbound calls from the American Express

ACHIEVEMENTS

- ✓ Applied several project management methodology at ABPB which resulted in obtaining desired results
- ✓ Have received three promotions at Sigue
- ✓ Contributed in setting up the Partner On boarding process at Sigue.
- ✓ Implemented quite a few procedures which resulted in smooth on boarding of partners at Sigue
- ✓ I was selected as a floorwalker 4 times because of my consistent performance in Wipro BPO where my role was to guide new employees and help them certified
- ✓ I have won Csat & Sales contest in my previous organizations