**Sapandeep Singh Miglani**

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| **Address:** | House no. 4, Phase-2, Urban Estate Dugri road, Ludhiana Punjab **– 141013** | | | **Contact no:**  **Email:**  **Date of Birth:**  **Marital Status:**  **Gender:** | | | +91-9878943637  Sapan\_miglani18@yahoo.com  22-Nov-88  Single  Male | | | |
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| Academic Details: | | | | | | | | | | | |
| **Qualification** | | Institute | | | | University/Board | | **Year** | | **Percentage (%)** | |
| B.Tech. (Information Technology) | | Guru Nanak Dev Engineering College, Ludhiana | | | | PTU | | 2010 | | 73.6% | |
| 10+2 | | Guru Nanak International Public School, Ludhiana | | | | CBSE, New Delhi | | 2006 | | 76.8% | |
| 10th | | Guru Nanak International Public School, Ludhiana | | | | CBSE, New Delhi | | 2004 | | 88.2% | |

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| **Work Experience:** |

* **Currently working as a Human Resource Manager in Gee Kay Industries, Ludhiana**
* **Served as a Software Engineer at Accenture Services Pvt Ltd. (July -2010 – July 2013)**
* **Total Industry Experience** – **3 Years 11 months**

**Projects Experience:**

**Domain: Human Resource Management**

**Duration: Aug-2013 till date**

**Domain: Banking**

**Duration: Jul-2010 to July-2013**

**Applications Used: Java Web Application (eBanking website), MainFrame (Back end), Chat**

**Application for Customer Query Resolution.**

**Tasks Performed for Banking Application:**

* Responsible for **Allocating work** on daily basis to 10 resources depending on priority of tasks.
* **Creating** New Customers through **Mainframe Backend**.
* **Linking** the created **customers** to the desired account numbers
* **Issuing** **Debit card / Credit Card** to the created customers.
* Changing the **personal details** of the customers.
* Testing the **ebanking website** to improve customer experience.
* Testing the **chat application** for the customer query resolution.
* Testing the **Mobile application** for the Banking website.
* Creating the **Status report** on daily basis.
* Working with the business team to get the **new requirements** to be added.
* Handling **daily status call** with the business team.

**Roles and Responsibilities as an HR:**

* **Intiating and driving** the daily status call with the Higher Management
* Preparing the **daily status reports**.
* **Conducting Interview for new resources**
* Managing the **joining process** for the new resources
* **Preparing Presentations** for the new product launch
* Preparing the **growth reports** for the company.
* Acting as a **Point of contact** for the newly joined resources.
* Arranging the venue for **Induction Programme** for new joinees.
* **Handling and resolving** the queries of the new joinees.
* **Preparing the day to day status report** for various employees.
* Keeping the **track of vacation balance** of the employees

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| **Honors and Achievements:** |

* Got “**Three Star performance Award**” at team level.
* Participated in each and every Release of Project
* Opportunity to deal directly with BA/BSA
* Received **appreciation** for conducting **Knowledge Transition Sessions** for new resources on different project based applications
* Was the **Sole responsible team member** for taking care of all the **Action Items** raised by the Off-shore and On-Shore departments and sent consolidated reports across the teams including higher management on the progress of each Action Item
* Appreciation for High performance in conducting timely **Environmental shakedown,** **Application Product Test** and **System Down** **Test Executions**
* Appreciation for handling regular **client interactions** and **review meetings**

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| **Skills:** |

* **Hands on Experience for Ebanking website updation and improvements**
* **Trained proficiently in Microsoft excel.**
* **Good Knowledge of the basic banking terminology.**

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| **Certifications:** |

**Certified Banking Generalist**

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| **Other Details :** |

* **Can join within 15 days as per the company requirements.**

**Declaration:** I, Sapandeep Singh, declare that the above information furnished by me is true to the best of my knowledge and belief.