'Operations management': ['automation','bottleneck','constraints','cycle time','efficiency','fmea',

                                 'machinery','maintenance','manufacture','line balancing','oee','operations',

                                 'operations research','optimization','overall equipment effectiveness',

                                 'pfmea','process','process mapping','production','resources','safety',

                                 'stoppage','value stream mapping','utilization'],

        'Supply chain': ['abc analysis','apics','customer','customs','delivery','distribution','eoq','epq',

                        'fleet','forecast','inventory','logistic','materials','outsourcing','procurement',

                        'reorder point','rout','safety stock','scheduling','shipping','stock','suppliers',

                        'third party logistics','transport','transportation','traffic','supply chain',

                        'vendor','warehouse','wip','work in progress'],

        'Project management': ['administration','agile','budget','cost','direction','feasibility analysis',

                              'finance','kanban','leader','leadership','management','milestones','planning',

                              'pmi','pmp','problem',’manager’,'project','risk','schedule','scrum','stakeholders'],

        'Data analytics': ['analytics','api','aws','big data','busines intelligence','clustering','code',

                          'coding','data','database','data mining','data science','deep learning','hadoop',

                          'hypothesis test','iot','internet','machine learning','modeling','nosql','nlp',

                          'predictive','programming','python','r','sql','tableau','text mining',

                          'visualization'],

Data Analyst ,Data base Manager

Python (pandas, numpy, scipy, scikit-learn, matplotlib), Sql, Java, JavaScript/JQuery. \* Machine learning: Regression, SVM, Naive Bayes, KNN, Random Forest, Decision Trees, Boosting techniques, Cluster Analysis, Word Embedding, Sentiment Analysis, Natural Language processing, Dimensionality reduction, Topic Modelling (LDA, NMF), PCA & Neural Nets. Database Visualizations: Mysql, SqlServer, Cassandra, Hbase, ElasticSearch D3.js, DC.js, Plotly, kibana, matplotlib, ggplot, Tableau. \* Others: Regular Expression, HTML, CSS, Angular 6, Logstash, Kafka, Python Flask, Git, Docker, computer vision - Open CV and understanding of Deep learning.

Education

SKILLSET Oracle DBA, MySQL, MARIADB, PostgreSQL Database Administration ITSKILLS SQL Oracle 10g, 11g, MYSQL, MariaDB, postgreSQL Windows, Linux Putty Education Details Education Details June 2013 to June 2016 Diploma Computer science Pune, Maharashtra AissmsJune 2016 BE pursuing Computer science Pune, Maharashtra Anantrao pawar college of Engineering & Research centre

Python Developer

Skill Details

Company Details

company - Cybage Software Pvt. Ltd

description - I want to work in organisation as a python developer to utilize my knowledge & To gain more knowledge with our organisation.January 2018 MCS Pune, Maharashtra Pune University

Database administrator

Database administrator - Infiniteworx Omnichannel Pvt. Ltd

Skill Details

DATABASE- Exprience - 17 months

MYSQL- Exprience - 17 months

ORACLE- Exprience - 17 months

SQL- Exprience - 17 months

DATABASE ADMINISTRATION- Exprience - 6 monthsCompany Details

company - Infiniteworx Omnichannel Pvt. Ltd

description - Pune Sept 2017 to Present

RESPONSIBILITIES:

Creating table spaces and planning the location of data, monitoring the table spaces growth periodically. replication setup. Moved database Schema changes to stage. Dba support query resolution. Creating user and giving specific privileges. Database management. Database recovery, moving data files to different locations. Planning the backup policies and Backup/ Recovery of databases based on the criticality. IMPORT/EXPORT. Design schemas

Key Result Areas:

Providing 24 /7 support to resolve database performance issues, Job failures, Sessions & diagnose root causes Installation, configuring and updating Oracle server software and related Oracle products. Installation, configuraing and updating Mysql, Sql server, MariaDB, MongoDB Supported multiple databases and administered Oracle Databases of Large DB Sizes for production, development & test setups. Maintaining table spaces & data files, Control files, Online Redo log filesCreating Users, granting Roles & Privileges to users and managing table spaces for different users by granting quota on Default & Temporary table spaces. Taking Oracle RMAN Backups (Scheduling for day wise backup). Implementing the incremental, cumulative and full RMAN backup for each database to have space management and effective recovery. Logical Backup Using Export & Import/datapump Export of important tables at regular intervals. Regular checking of trace, alert log file, all ORA errorsWorking on incidents like User creation/deletion incidents, backup failed incidents. Checking Listener Status, connectivity Troubleshooting and fixing database listener issues. Look for any new alert / error log entries / errors, error details in Trace files generated. Executing DDL & DML scripts as per customer requirements. Mentoring, coaching and appraising team members with active involvement in the recruitment process. Contributing in Project Documentation and generating daily reports. Ensuring compliance to quality norms and taking steps for any non-conformance Spearheading complete project activities ensuring timely completion of project. Implementing security policies on different database systems with granting and revoking privileges to the users. Following change management processes and participated in related meetings. Verifying all Instances/DB are running, Tablespaces are online, Monitor Background processes and status.

company - InnovativeTechnologies

description - Clients: BANKING DOMAIN

Software Skills: \* RDBMS: MS SQL SERVER 2000/2005/2008 & 2012, 2014 \* Operating Systems: WINDOWS XP/7, WINDOWS SERVER 2008, 12 \* Fundamentals: MS Office 03/07 \* Tools: SSMS, Performance Monitor, Sql profiler, SQL lite speed. Company name: Barclays Technology Centre India. Team Size: 24 Role: Database Administrator Support Description: Barclays Technology is a UK based retail & invest bank and 300 years of old bank.. It has operations in over 40 countries and employs approximately 120, 000 people. Barclays is organised into four core businesses: Personal & Corporate (Personal Banking, Corporate Banking, Wealth & Investment Management), Barclaycard, Investment Banking. Responsibilities: Ã¢ÂœÂ“ Attending various calls from all over the world on various database issues. Ã¢ÂœÂ“ Working on Web Gui alerts and resolving incident tickets within the time lines. Ã¢ÂœÂ“ Troubleshoooting log shipping issues and fixing the related alerts. Ã¢ÂœÂ“ Identifying and Resolving Blocking and locking related issues. Ã¢ÂœÂ“ Configuration and monitoring Replication, Log shipping and mirroring setup. Ã¢ÂœÂ“ Working on replication issues and Always ON issue. Ã¢ÂœÂ“ Granting and revoking permissions on various account provisioning tasks. Ã¢ÂœÂ“ Working on call support during the weekend and performing DR test's. and working on weekly maintenance jobs and weekend change requests. Education Details

B.Sc. Maths Kakatiya University Board secured

SQL server database administrator

Database administrator

Skill Details

DATABASE- Exprience - 120 months

DATABASE ADMINISTRATOR- Exprience - 72 months

MAINTENANCE- Exprience - 48 months

MS SQL SERVER- Exprience - 48 months

REPLICATION- Exprience - 48 monthsCompany Details

company - Barclays global services centre

description - SQL server databases implementation and maintenances

Log shipping, replication, High availability, clustering, performance tuning, database mirroring, Installation, configuration, upgradation, migration

company - Wipro Infotech Pvt Ltd

description - SQL server database administrator

company - CITI Bank

description - Worked as Database Support at Accord Fintech, Sanpada from Sep 2008 to 2013 Feb.

company -

description - 2012.

Ã¢Â€Â¢ Sound knowledge in Database Backup, Restore, Attach, and Detach and Disaster Recovery procedures.

Ã¢Â€Â¢ Developed backup and recovery strategies for production environment.

Ã¢Â€Â¢ Ensuring data consistency in the database through DBCC and DMV commands.

Ã¢Â€Â¢ Experience in query tuning and stored procedures and troubleshooting performance issues.

Ã¢Â€Â¢ Having hands on experience in DR process including log shipping and database mirroring.

Ã¢Â€Â¢ Experience in scheduling monitoring of Jobs.

Ã¢Â€Â¢ Experience in configure and troubleshooting in Always ON.

Ã¢Â€Â¢ Creating and Maintaining of Maintenance Plan.

Ã¢Â€Â¢ Expertise in planning and implementing MS SQL Server Security and Database permissions.Clear understanding of Implementation of Log Shipping, Replication and mirroring of databases between the servers. Performance Tuning (Performance Monitor, SQL Profiler Query Analyzer) Security for server & Databases Implementing security by creating roles/users,Added users in roles, assigning rights to roles. Create and maintaining the linked servers between sql Instances.Creating and maintaining and Database mail. Monitor and troubleshoot database issues.Creating DTS packages for executing the required tasks. Experts in create indexes, Maintaining indexes and rebuilds and reorganizes. Daily Maintenance of SQL Servers included reviewing

SQL error logs, Event Viewer.

Data Science Assurance Associate

Data Science Assurance Associate - Ernst & Young LLPSkill Details JAVASCRIPT- Exprience - 24 months

jQuery- Exprience - 24 months

Python- Exprience - 24 monthsCompany Details

company - Ernst & Young LLP

description - Fraud Investigations and Dispute Services Assurance

TECHNOLOGY ASSISTED REVIEW

TAR (Technology Assisted Review) assists in accelerating the review process and run analytics and generate reports.

\* Core member of a team helped in developing automated review platform tool from scratch for assisting E discovery domain, this tool implements predictive coding and topic modelling by automating reviews, resulting in reduced labor costs and time spent during the lawyers review.

\* Understand the end to end flow of the solution, doing research and development for classification models, predictive analysis and mining of the information present in text data. Worked on analyzing the outputs and precision monitoring for the entire tool.

\* TAR assists in predictive coding, topic modelling from the evidence by following EY standards. Developed the classifier models in order to identify "red flags" and fraud-related issues.

Tools & Technologies: Python, scikit-learn, tfidf, word2vec, doc2vec, cosine similarity, NaÃƒÂ¯ve Bayes, LDA, NMF for topic modelling, Vader and text blob for sentiment analysis. Matplot lib, Tableau dashboard for reporting.

MULTIPLE DATA SCIENCE AND ANALYTIC PROJECTS (USA CLIENTS)

TEXT ANALYTICS - MOTOR VEHICLE CUSTOMER REVIEW DATA \* Received customer feedback survey data for past one year. Performed sentiment (Positive, Negative & Neutral) and time series analysis on customer comments across all 4 categories.

\* Created heat map of terms by survey category based on frequency of words \* Extracted Positive and Negative words across all the Survey categories and plotted Word cloud.

\* Created customized tableau dashboards for effective reporting and visualizations.

CHATBOT \* Developed a user friendly chatbot for one of our Products which handle simple questions about hours of operation, reservation options and so on.

\* This chat bot serves entire product related questions. Giving overview of tool via QA platform and also give recommendation responses so that user question to build chain of relevant answer.

\* This too has intelligence to build the pipeline of questions as per user requirement and asks the relevant /recommended questions.

Tools & Technologies: Python, Natural language processing, NLTK, spacy, topic modelling, Sentiment analysis, Word Embedding, scikit-learn, JavaScript/JQuery, SqlServer

INFORMATION GOVERNANCE

Organizations to make informed decisions about all of the information they store. The integrated Information Governance portfolio synthesizes intelligence across unstructured data sources and facilitates action to ensure organizations are best positioned to counter information risk.

\* Scan data from multiple sources of formats and parse different file formats, extract Meta data information, push results for indexing elastic search and created customized, interactive dashboards using kibana.

\* Preforming ROT Analysis on the data which give information of data which helps identify content that is either Redundant, Outdated, or Trivial.

\* Preforming full-text search analysis on elastic search with predefined methods which can tag as (PII) personally identifiable information (social security numbers, addresses, names, etc.) which frequently targeted during cyber-attacks.

Tools & Technologies: Python, Flask, Elastic Search, Kibana

FRAUD ANALYTIC PLATFORM

Fraud Analytics and investigative platform to review all red flag cases.

Ã¢Â€Â¢ FAP is a Fraud Analytics and investigative platform with inbuilt case manager and suite of Analytics for various ERP systems.

\* It can be used by clients to interrogate their Accounting systems for identifying the anomalies which can be indicators of fraud by running advanced analytics

Tools & Technologies: HTML, JavaScript, SqlServer, JQuery, CSS, Bootstrap, Node.js, D3.js, DC.js

TECHNICALSKILLS SpringMVC, Hibernate, JDBC, Java, J2EE, AzureWeb SunTechnologies Services, JSP, Struts, Servlet, RestApi. Scripting JavaScript, AJAX, HTML, JSON. OpenSourceTechnologies PHP. Database MsSQL, MySQL, Oracle. WebServers ApacheTomcatServer. Internettechnologiesand OnesignalWebPushNotifications, AzurewebServices, frameworks IONIC, HTML, JSON OperatingSystem WindowsServer2012R2, WinXP/7/8.1/10, Linux, Mac OS Education Details   
  
August 2013 to July 2016 BE Computer Engineering Nashik, Maharashtra Late G.N. Sapkal COE Nashik  
  
July 2009 to June 2013 Diploma Computer technology Nashik, Maharashtra K K Wagh Polytechnic Nashik  
  
Java developer   
  
  
Java Developer  
  
Skill Details   
  
AJAX- Exprience - 12 months  
  
DATABASE- Exprience - 24 months  
  
HTML- Exprience - 24 months  
  
J2EE- Exprience - 6 months  
  
JAVA- Exprience - 24 months  
  
Spring MVC- Exprience - 12 months  
  
Ionic 3- Exprience - 6 months  
  
Angular JS- Exprience - 6 months  
  
Spring- Exprience - Less than 1 year months  
  
Java- Exprience - Less than 1 year monthsCompany Details   
  
company - Replete business solutions pvt ltd  
  
description - Working as Java developer in spring MVC, MySQL, MsSql, Java, J2EE, Ajax, Javascript, ionic 3 framework, angular js etc. Technologies.

TECHNOLOGICAL SKILLS Ã¢Â™Â¦ Knowledge of Computers on the Windows platform. Ã¢Â™Â¦ Fluency in MS-Office Applications such as Excel, Word, PowerPoint, etc. Ã¢Â™Â¦ HTML, JAVA, PHP ATTRIBUTES Ã¢Â™Â¦ Hardworking towards achieving the Goal Ã¢Â™Â¦ Good communication skills Ã¢Â™Â¦ Quick learner Ã¢Â™Â¦ Good interpersonal relationEducation Details

January 2016 to January 2018 MMS Mumbai, Maharashtra University of Mumbai

January 2016 to January 2018 MMS Management Mumbai, Maharashtra University of Mumbai

January 2014 B.Sc. Bandra, MAHARASHTRA, IN Rivzi College

January 2011 HSC Bandra, Maharashtra, IN St. Andrews College

January 2011 HSC Allana Junior College

January 2009 SSC Canossa High School

January 2008 SSC Maharashtra State Board

Business Analyst

Business Analyst - Mass Group of Companies

Skill Details

EXCEL- Exprience - 23 months

HTML- Exprience - 6 months

JAVA- Exprience - 6 months

PHP- Exprience - 6 months

POWERPOINT- Exprience - 6 monthsCompany Details

company - Mass Group of Companies

description - Key Role Analyst

Responsibilities:

Ã¢Â™Â¦ Manage risk and provide risk management process.

Ã¢Â™Â¦ Liaise with other project areas to coordinate with interdependencies and resolve issues.

Ã¢Â™Â¦ Analyse and map business process.

Ã¢Â™Â¦ Guide stakeholders on devising effective and efficient approaches to achieving project objectives.

Ã¢Â™Â¦ Preparation of various Derivable i.e Business requirement, functional requirement and report specification.

company - Commversion Pvt.LTD

description - Responsibilities:

Ã¢Â™Â¦ Employee Satisfaction reports

Ã¢Â™Â¦ Evaluate overall work

Ã¢Â™Â¦ Internal Audit

Ã¢Â™Â¦ Maintain timesheet validation.

Ã¢Â™Â¦ Set Simple and performance driven compensation strategies and polices.

Technical Skills Application Servers: IIS 6.0, Jboss 7.1. Database: SQL, Oracle and DB2. Report Tool: iReport, Crystal report. Career GraphEducation Details

Business Analyst

Business Analyst - Zensar Technologies Ltd

Skill Details

CRYSTAL REPORT- Exprience - 15 months

DATABASE- Exprience - 6 months

DB2- Exprience - 6 months

IIS- Exprience - 6 months

IIS 6- Exprience - 6 monthsCompany Details

company - Zensar Technologies Ltd

description - Location: Goregoan, Mumbai (Client -SUN Pharmaceutical)

Designation: Business Analyst.

Role: Requirement gathering, gap analysis, support, end user training, documentation.

company - Proteus Technologies Pvt Ltd

description - Base Information Management Pvt. Ltd. Is a Mumbai base software service provider with core competency and proven track record of installations of Enterprise Wide Solutions. Base customers come from industries as wide as Pharmaceuticals, Life Sciences, Plastics, Engineering, Chemicals

company - Wings Infonet Pvt Ltd

description - It is IT solutions Provider Company. Company provides comprehensive technology solutions to Accounting, trade, payroll and Asset Management firms across the world.

company - Hiral Tektronix Pvt Ltd

description - Software relates to recruitment (HRMS), accounting, and Payroll.

Job Responsibilities: Ã¢Â€Â¢ ERP Implementation and after go live support.

Ã¢Â€Â¢ Documenting user requirements and developing specifications for customization.

Ã¢Â€Â¢ Integrating with other modules, integration testing & extending Post Go-live support, including training support to end-users.

Ã¢Â€Â¢ Drafting functional requirements for ERP systems to represent the processes and functions involved.

Ã¢Â€Â¢ Guiding the users in using various modules and the management for various functional issues.

Ã¢Â€Â¢ Delivering awareness about various reports available in ERP system for day to day transactions and for MIS reporting of departments

System Audit for better results and follow ups for Observation.

Ã¢Â€Â¢ Developing and designing report using iReport and crystal report

Skills Exceptional communication and networking skills Successful working in a team environment, as well as independently Ability to work under pressure and multi-task Strategies & Campaigns Corporate Communications MIS Reporting & Documentation Training & Development Sales Support & Back Office Operations New Process Development & Launch Handling customer escalationsEducation Details

BACHELOR OF BUSINESS ADMINISTRATION BUSINESS ADMINISTRATION ICFAI Business School

Integrated Institute Of Management &Technology

HIGHER SECONDARY SCHOOL, B.I.S.S School

Delhi, Delhi SENIOR SECONDARY SCHOOL, Delhi Public School

Project Management

CORE COMPETENCIES Ã¢Â€Â¢ Maintain processes to ensure project management documentation, reports and plans are relevant, accurate and complete Ã¢Â€Â¢ Report automation, Dashboard preparation and sharing feedbacks basis on performance of Project Manager Ã¢Â€Â¢ Forecasting data regarding future risks, Project changes and updating the delivery team on timely basis Ã¢Â€Â¢ Good understanding of project management lifecycle Ã¢Â€Â¢ Proven excellence in Risk Management and control Ã¢Â€Â¢ Good understanding of Software Development Lifecycle (SDLC) Ã¢Â€Â¢ Ability to synthesize qualitative and quantitative data quickly and draw meaningful insights Ã¢Â€Â¢ Knowledge of Programme/Project Management methodologies with full project reporting and governance Ã¢Â€Â¢ Ability to work with different cross-functional stakeholders to establish and ensure a reliable and productive working relationship Ã¢Â€Â¢ Strong time management and organizational skills Ã¢Â€Â¢ Multitasking skills and ability to meet deadlines COMPUTER SKILLS AND CERTIFICATION Ã¢Â€Â¢ Advance knowledge in MS office 2013 and Macros. SKILLS Ã¢Â€Â¢ Strategic thinking and decision making ability Ã¢Â€Â¢ Sound Analytical skills Ã¢Â€Â¢ Multi-tasking skills in fast paced environment. Ã¢Â€Â¢ Leadership and Inter Personal Skills. Ã¢Â€Â¢ Strong information management ability, particularly MS excel extraction, formulae, pivots and graphs. Education Details

January 2005 Bachelor of Business Administration Business Administration Pune, Maharashtra Modern College

HSC Pune, Maharashtra S.S.P.M.S College

SSC Pune, Maharashtra Saints High School

PMO

Having an exp of 6 years experience in Project Management in IT. Expertise in PMO, Team handling, Quality Analyst. Proficient in Data Analyzing tools and techniques.

Skill Details

DOCUMENTATION- Exprience - 47 months

GOVERNANCE- Exprience - 19 months

EXCEL- Exprience - 6 months

FORECASTING- Exprience - 6 months

MS EXCEL- Exprience - 6 monthsCompany Details

company - Capita India Pvt ltd

description - Pune

Key Result Areas

Responsible for successful transition of knowledge, system and operating capabilities for Prudential, Multiclient, Pheonix & Royal London.

Ã¢Â€Â¢ Travelled Onsite (Glasgow) and being part with UK team to understand the transition PMO work process and execute successfully at Offshore.

Ã¢Â€Â¢ Successfully transitioned Work order Management, Governance and Reporting from UK.

Ã¢Â€Â¢ Lead a team of 6 members and follow up on the development of new Ways of Working & documentation processes.

Ã¢Â€Â¢ Manage internal and external stakeholder engagement, collaboration of teams, and global PMOs network Ã¢Â€Â¢ Helps achieve robust operations with all the resources and infrastructure to execute steady state operations.

company - Saviant Technologies

description - for Multiple Projects

Ã¢Â€Â¢ Established a PMO from scratch and provided seasoned leadership to the technical operations staff Ã¢Â€Â¢ Defined and implemented work priority management and resource management processes Ã¢Â€Â¢ Established a supportive environment that allowed employees to grow and provide imaginative solutions to complex client need Ã¢Â€Â¢ Track and monitor financial performance of the program. Report financials for actual to budgeted comparison for labor hours and dollars, operating costs and capital costs. Secure funding approvals for changes in scope Ã¢Â€Â¢ Monitor program risks through an on-going process of identifying, assessing, tracking, developing and executing risk mitigation strategies Ã¢Â€Â¢ Reviewed project documentation and document lessons learned and provide recommendations to mitigate them in future projects.

Ã¢Â€Â¢ risk identification, mitigation strategy, issue escalation, client communication, project timeline, and resource management

company - Infosys

description - Pune

Key Result Areas

Responsible for:- Ã¢Â€Â¢ Resource management, Budgeting, Billing.

Ã¢Â€Â¢ Responsible for preparing and sharing different reports with Delivery Managers, Project Managers, Quality team Ã¢Â€Â¢ Automation of reports for entire unit Ã¢Â€Â¢ Interpret data, analyze results using statistical techniques and provide ongoing reports.

Ã¢Â€Â¢ Preparing case diagrams & activity diagrams for various scenarios.

Ã¢Â€Â¢ Collate data, study patterns and Conduct brainstorming sessions to identify outliers.

Ã¢Â€Â¢ Review and approve project documentation.

Ã¢Â€Â¢ Assist in identification of risks in the project and setting up of mitigation plan of the risk by reviewing dashboards and reports.

Ã¢Â€Â¢ Customer feedback information and analysis.

Ã¢Â€Â¢ Reviews and validate the inputs from Project Mangers regarding Dashboards and PPT's Ã¢Â€Â¢ Supporting TL by training people on process/domain as a part of the growth plan SLA compliance.

company - Capita India Pvt ltd

description - Pune

Key Result Areas

Audits Ã¢Â€Â¢ Reviews and validate the inputs from Managers regarding Dashboards and PPT's Ã¢Â€Â¢ Auditing work done by onshore agents and simultaneously auditing work done for my old team and their reporting part as well.

Ã¢Â€Â¢ Assisting reporting manager in business transformation leadership skills with proven ability to influence and collaborate across all levels of the organization.

Ã¢Â€Â¢ Helping line managers to solve specific audit problems, either on a one-to-one basis or in groups.

Reporting Ã¢Â€Â¢ Preparing weekly / monthly / quarterly / yearly MIS -Variance report, Performance report, Feedback analysis, Task activities report, publish relevant business Dashboards, Projects audit report.

Senior Manager - PMO

Skill Details

TRAINING- Exprience - 30 months

DOCUMENTATION- Exprience - 16 months

OPERATIONS- Exprience - 16 months

SALES- Exprience - 8 months

CORPORATE COMMUNICATIONS- Exprience - 6 monthsCompany Details

company -

description - Review and understand existing business processes to identify functional requirements to eliminate

waste, improve controllership and deliver flexibility

Identify processes for re-design, prototype potential solutions, calculate trade-offs, costs, and suggest a

recommended course of action by identifying modifications to the new/existing process

Project Management of new requirements and opportunities for applying efficient and effective solutions

Responsible for delivering process reengineering projects across processes by closely working with the relevant businesses and operations units.

Responsible for documentation to train all stakeholders on any changes

company -

description - Responsible for defining scope of project in accordance with the stakeholders, internal teams and senior

management team.

Prepare project charter with defined timelines for project related activities.

Preparation of Business Requirement Document (BRD), closing Understanding Document (UD) with development team, UAT completion and deployment.

Preparation of training documents, SLAs, SOPs etc. as required.

Conduct training for impacted teams to ensure smooth transition.

company - TELEPERFORMANCE INDIA

description - Driving sales through call center and achieve target with overall responsibility of exploring selling opportunities by understanding customer preferences and requirements.

Conceptualizing and implementing sales promotional activities as a part of pilot batch for new company launch.

Training new joiners through the process of call barging.

Interaction with client to understand requirements and expectations.

Handling call quality sessions with the client.

Handling adhoc requirements from client as well as senior management and delivering timely resolution for the same.

MASTER OF BUSINESS ADMINISTRATION

Supply chain

SKILLS 1. MS-Office 2. Good Communication skills and Convincing Power 3. Knowledge of sales and marketing 4. Customer sales management 5. Talent management 6. Direct sales management STRENGTHS 1. Dedication and dependability 2. Flexibility: able to work in taxing and demanding conditions on reasonably stretchable time slots 3. Team work: able to work cooperatively in a team and lead the team to success Education Details   
  
  
  
Sales manager   
  
  
  
  
  
Skill Details   
  
AND MARKETING- Exprience - 6 months  
  
DIRECT SALES- Exprience - 36 months  
  
MARKETING- Exprience - 6 months  
  
OF SALES- Exprience - 36 months  
  
SALES- Exprience - 36 monthsCompany Details   
  
company - Bajaj finance  
  
description -   
  
company - Bajaj finance  
  
description - SBI BANK AS A OFFICE ASSISTENCE FOR 1 YEAR  
  
K G N SHOPE AS A OFFICE ASSISTENCE 6 MONTH  
  
VODAFONE AS A TELLE CALLER 1 YEAR  
  
Bajaj Finserv Ltd AS An Assistant Sales Manager 11 MONTH  
  
Square Capital AS A Sales Manager 5 MONTH  
  
At present working in Bajaj Housing Finance Ltd AS An Assistant Sales Manager

IT Skills: MS Office. Photoshop. SQL Server.Education Details   
  
June 2015 Bachelor Yashwantrao chavan maharashtra university  
  
Sales Manager   
  
  
  
Sales Manager  
  
Skill Details   
  
MS OFFICE- Exprience - 6 months  
  
MS SQL SERVER- Exprience - 6 months  
  
PHOTOSHOP- Exprience - 6 months  
  
SQL- Exprience - 6 months  
  
SQL SERVER- Exprience - 6 monthsCompany Details   
  
company - Nature Of Work  
  
description - Generating leads on calls, Suggesting Residential property as per clients budget & specification, building Relationship with Channel Partner.  
  
  
  
Ã¢ÂžÂ¢ Meeting with clients for project presentation follow for up Site Visit  
  
Deal closure.  
  
  
  
Worked with ICICI Merchant services (Hgs Payroll) As Sales Manager. (16th Jan 2017 to till 30th Aug 2018)  
  
  
  
Nature of Work:  
  
Ã¢ÂžÂ¢ Sales OF POS EDC Machine, SME Loan, Loan against electronic payment.  
  
Acquiring New Merchants And retaing existing Merchants.  
  
Ã¢ÂžÂ¢ Cold calling With CASA Team (ICICI BANK) Generating leads.  
  
Ã¢ÂžÂ¢ Field Visit Providing demo to Retailers shopkeeper SME & Corporate merchant for Closing & Signup.  
  
  
  
Worked with Mahal Pvt Ltd. as Sr. Sales Executive. (04th Mar 2016 to 03 Jan 2017)  
  
Nature of Work:  
  
Ã¢ÂžÂ¢ Calling on leads gegenerat Interacting with clients on call & suggesting property Flat/Bunglows/N.A Plots & Row houses as per their requirement.  
  
Ã¢ÂžÂ¢ Meeting new channel partners & maintain relationship with channel partners for leads.  
  
Ã¢ÂžÂ¢ Achieving monthly targets, Maintaining reports & updating seniors of daily activities.  
  
company - Bookmyflat.Com  
  
description - Arranging Site visit with client on lead generated  
  
Ã¢ÂžÂ¢ Closing deal by suggesting appropriate Residential property to clients as per their budget.

Operation

Education Details   
  
 BCA Vinayaka Missions University  
  
Operations Manager   
  
  
  
Operations Manager  
  
Skill Details   
  
Operations Management- Exprience - Less than 1 year monthsCompany Details   
  
company - BNY Mellon International Operations (India) Pvt. Ltd  
  
description - Organization: BNY Mellon International Operations (India) Pvt. Ltd.: Sept 2009- till date  
  
BNY Mellon provides a broad range of products and services in the areas of Investment Management, Investment Services and Treasury Services. Our customers are institutions, corporations, and high-net-worth individuals, as well as consultants and advisors who work with them.  
  
  
  
Line of Business (LOB): Revenue &Billing Services (R&BS)  
  
Revenue and Billing Services is a Global Center of Excellence that generates invoices and collects fee revenue from Investment Services clients. 218 staff across five locations (Brooklyn, Pittsburgh, Syracuse, Pune, and UK) . Various Businesses supported are Asset Servicing, Corporate Trust, Treasury Services, Broker Dealer Services and Global Collateral Management.  
  
Support U.S., EMEA, and APAC. Regions.  
  
  
  
Job Profile: Operations Manager - BNY Mellon International Operations (India) Pvt. Ltd.  
  
  
  
Responsible for daily operations of the Billing Department providing services to institutional clients globally. Led a team of professionals responsible for accurate and timely Account setups and Invoice Production on the Billing platforms like Advantage (Fiserv.) & FiRRe (SunGard) . Tasked with improving service, quality and reducing the overall unbilled revenue.  
  
Provide guidance to staff in their professional development plans by facilitating appropriate coaching and feedback.  
  
Other responsibilities include but not limited to audit, business resumption planning, evaluating emerging technologies, fee contract reviews and negotiations with vendors, human resources, hiring, performance management, employee personal development, rewards &recognition programs, and defining the strategic direction of the business unit.  
  
  
  
Operations / Service Delivery Management  
  
Ã¢Â€Â¢ Monitor Client KYC's and Compliance monitoring for Institutional clients.  
  
Ã¢Â€Â¢ Manage support and train the team in the drafting and reviewing of standard operating procedures to ensure compliance with US and Global regulations for Billing.  
  
Ã¢Â€Â¢ Assist clients with contract reviews and negotiations.  
  
Ã¢Â€Â¢ Monitor, analyze and draft metrics reports on a weekly/monthly basis to track progress of compliance efforts to senior management.  
  
Ã¢Â€Â¢ Coordinate with internal stake holders and draft responses to escalated enquiries and client requests.  
  
Ã¢Â€Â¢ Participate in the Risk and Control Self Assessments (RCSA) concurrence meetings for the LOB.  
  
Ã¢Â€Â¢ Form the first Line of Defense as Operations and take accountability for any Operational Risk Events (ORE's)  
  
Ã¢Â€Â¢ Perform root cause analysis of issues and document them accordingly for incident reporting.  
  
Ã¢Â€Â¢ Ensure service delivery standards are always met. (Green- SLA/TAT)  
  
Ã¢Â€Â¢ Monitor employee productivity/efficiency and performance management.  
  
Ã¢Â€Â¢ Initiate the goal setting exercise for the operations team in the LOB.  
  
Ã¢Â€Â¢ Provide direction to employees according to established policies and management guidance.  
  
Ã¢Â€Â¢ Consistently meet the onshore and offshore stake holders to provide real time updates.  
  
Ã¢Â€Â¢ Organize meetings with functional peer groups to discuss monthly MIS.  
  
Ã¢Â€Â¢ Actively involved in hiring and resource management for all levels within the department.  
  
Ã¢Â€Â¢ Oversee the Employee Assistance Program (EAP) for the underperforming employees.  
  
Ã¢Â€Â¢ End to end Performance management of staff during semiannual and annual appraisals.  
  
Ã¢Â€Â¢ Established Training and Development as one of the top priority goal for the department and secured senior management funding.  
  
Ã¢Â€Â¢ Cut new-hire to on- the- job competency from three months to two, by introducing e-learning modules and Brainshark presentations.  
  
Ã¢Â€Â¢ Encourage the team to understand and communicate the company vision and competitive strategy for driving business. (PLAN TO WIN &PLAY TO WIN)  
  
Ã¢Â€Â¢ Initiate quarterly Risk and control self-assessments (RCSA) concurrence reviews with all the process stake holders.  
  
  
  
Project Management/Transitions Management -PMO  
  
Worked as a project manager in BNY Mellon PMO to manage the Transitions of Billing Operations.  
  
  
  
The responsibilities included but were not limited to:  
  
  
  
Ã¢Â€Â¢ Understanding expectations, technology, documentation, assessing capacity & skillset  
  
Ã¢Â€Â¢ Executing transition plan (process timelines, SLAs, Escalation Matrix etc.)  
  
Ã¢Â€Â¢ Ensuring smooth go live and regular review meetings post transition.  
  
Ã¢Â€Â¢ Conducted analysis on projects to determine ROI and viability of project undertaking before presenting it to the Senior Operations Directors.  
  
Ã¢Â€Â¢ Conceptualized and implemented strategy for capturing Project and Program metrics and funneling that information to easy-to understand dashboards.  
  
Ã¢Â€Â¢ Direct Management oversight for a team of 11 employees, 8 of which were direct reports.  
  
Ã¢Â€Â¢ Work directly with the Information Technology Architecture team to identify strategic project breakdowns within the program.  
  
Ã¢Â€Â¢ Ensure complete adherence to project management and Toll gate framework.  
  
Ã¢Â€Â¢ Ensure users of the Operations team get the required application accesses.  
  
Ã¢Â€Â¢ Determined lessons learned through post-project reviews and integrated findings into program plan.  
  
  
  
Talent Management (team & function)  
  
Ã¢Â€Â¢ Re-structured Organization design to differentiate roles, develop career paths, easy work rotation  
  
Ã¢Â€Â¢ Performed skill-gap analysis to identify Training and Development opportunities. Ensured participation and also tracked effectiveness of Training Programs  
  
Ã¢Â€Â¢ Developed and implemented Function-wide Rewards and Recognitions (R&R) programs.  
  
  
  
Previous Job Profiles in BNY MELLON during overall tenure: Assistant Manager and Team Leader  
  
  
  
Line of Business (LOB): Global Corporate Trust Billing (Enterprise Billing Unit) ; Alternate Investment Services (AIS), Broker Dealer Services (BDS) &Sub Custodian Fee Billing.  
  
  
  
The Trustee services that are provided e.g. Admin Services, Paying agent services, Registrar by BNY Mellon to the Corporate Trust Clients are being billed and Invoiced for generating revenue.  
  
  
  
Worked in the capacity of Assistant Manager and Team Leader during the overall tenure managing multiple teams for different sub functions within billing department.  
  
  
  
Other responsibilities included:  
  
  
  
Ã¢Â€Â¢ Assign the Daily work to the team from the respective Mailboxes.  
  
Ã¢Â€Â¢ Ensure equal distribution of all sub activities among the team depending on the volumes and ensure timely completion.  
  
Ã¢Â€Â¢ Monitor the log spreadsheets for all the activities and sub activities which are saved in designated Shared Drive.  
  
Ã¢Â€Â¢ Quality Check of the Transactions processed.  
  
Ã¢Â€Â¢ Work on Efficiency projects.  
  
Ã¢Â€Â¢ Monitor the Onshore and RM emails and respond within the same day after getting them actioned.  
  
Ã¢Â€Â¢ Attend the Daily Handoff call to discuss processed work and updates with onshore counterparts.  
  
Ã¢Â€Â¢ Work on Efficiency /six sigma/Quality projects.  
  
Ã¢Â€Â¢ Conduct monthly one on ones with the team members and schedule team meetings.  
  
Ã¢Â€Â¢ Mentoring the new and old hires in the team, discuss process updates regularly.  
  
Ã¢Â€Â¢ Managing Performance appraisals of employees in the team.  
  
Ã¢Â€Â¢ To be actively involved in the hiring process.  
  
Ã¢Â€Â¢ Participate in Internal and External audits.  
  
Ã¢Â€Â¢ Attend concurrence meetings for Risk and Control self-assessment (RCSA)  
  
  
  
WORK EXPERIENCE  
  
company - Wipro Technologies  
  
description - CLIENT: Microsoft  
  
  
  
Wipro Ltd. is an Indian Information Technology services corporation; it's a leading global information technology, consulting and business process services company.  
  
  
  
Job Profile: Worked as an "Application Support Engineer Tier II''  
  
  
  
Ã¢Â€Â¢ Provided Technical support to Siebel CRM users across the globe from Microsoft Corp.  
  
Ã¢Â€Â¢ Communicated with the users to obtain an understanding of their environment and challenges to troubleshoot the issue and provide solutions.  
  
Ã¢Â€Â¢ Utilized existing structure to translate ticket categories & group names to the system structure.  
  
Ã¢Â€Â¢ Identified and escalated issues to the TierIII production support teams as required to ensure they were addressed and resolved.  
  
Ã¢Â€Â¢ Ensured all Siebel CRM user sites were up and running by utilizing proactive monitoring tools, which increased customer up time to 95%.  
  
Ã¢Â€Â¢ Trained new engineers in providing proactive support to users.  
  
Ã¢Â€Â¢ Compiled data and department metrics into reports for Management examination of processes. (MIS Reporting)  
  
Ã¢Â€Â¢ Coordinated development team with business users for system deployment and modifications.  
  
Ã¢Â€Â¢ Actively participated in the STB&QTP testing's during the application version releases.  
  
Ã¢Â€Â¢ Perform periodic Application health checks.  
  
Ã¢Â€Â¢ Tested, implemented, and supported database replication including SQL Server Replication types in an editing environment.  
  
Ã¢Â€Â¢ Perform Role flip of servers at the backend to reduce application downtime.  
  
Ã¢Â€Â¢ Maintained a consistent ETA of 85% month on month for help desk tickets within a 24-48 hour time span.  
  
Ã¢Â€Â¢ Ensured the Knowledge base article's repository is updated regularly, to enable the new Engineers to go through them for troubleshooting issues.  
  
  
  
WORK EXPERIENCE  
  
company - Dell Global Financial Services  
  
description - for Dell Computer Corporation, Aug 29th' 2005 till Feb '2007.  
  
  
  
DELL Inc. is one of the world's leading computer systems company. Dell designs, builds and customizes products and services to satisfy a range of customer requirements from the server storage and professional services needs of the largest global corporations, to those of customers at home across 85 countries of the world. Dell does business directly with the customers to meet unique needs.  
  
Job Profile: Worked as an "Account Receivables Senior Associate" for DELL Inc.  
  
Ã¢Â€Â¢ Handling a portfolio of about 500 U.S corporate customers.  
  
Ã¢Â€Â¢ Handling a team of 8 senior credit controllers.  
  
Ã¢Â€Â¢ Walking the floor (Coaching and guiding the controllers)  
  
Ã¢Â€Â¢ Minimizing credit losses by managing the team to collect delinquent accounts.  
  
Ã¢Â€Â¢ Handling Escalations (through Emails and over the phone)  
  
Ã¢Â€Â¢ Identify late stage delinquent accounts and resolve with appropriate verbal and written correspondence or notices.  
  
Ã¢Â€Â¢ Performing Ledger/ Accounts review  
  
Ã¢Â€Â¢ Discussing Interim and Annual Appraisals with the team members and to ensure their closure in the stipulated time.  
  
Ã¢Â€Â¢ Research and resolve problem transactions identified on a daily basis Maintain records concerning changes in accounts as a result of negotiations on the collection of customer's outstanding accounts, refunds, tax credits, etc.  
  
Ã¢Â€Â¢ Release Orders with Credit Task Codes from Assigned Queues.  
  
Ã¢Â€Â¢ Intervening & communicating with Supporting Departments such as Sales, Order Processing etc. when there is delayed/no response from the same.  
  
Ã¢Â€Â¢ Mentor New hires and assists team members in improving performance as required.  
  
Ã¢Â€Â¢ Setting up and Leading the conference calls with customers and other internal departments to discuss the issues on the accounts and deriving measures to resolve them.  
  
Ã¢Â€Â¢ Taking team hurdles and driving team results. Attending weekly and monthly review calls with the Management to discuss process related issues and ways to improvise them.  
  
Ã¢Â€Â¢ Work through real time cases made up of potential order errors or situations where specific customer requirements are not met.  
  
Ã¢Â€Â¢ Makes decisions on how to resolve issues in most expeditious manner.  
  
Ã¢Â€Â¢ Makes recommendations on "Business Rules" additions designed to capture commonly occurring order errors.  
  
Ã¢Â€Â¢ To keep the motivation level high among the team members by organizing Fun at work activities. Also have been nominated as the HR and Transport SPOC for the COE.  
  
  
  
WORK EXPERIENCE  
  
GE CAPITAL INTERNATIONAL SERVICES. (GECIS)  
  
GE Capital is the financial services unit of the American multinational conglomerate General Electric. It provides commercial lending and leasing, as well as a range of financial services for commercial aviation, energy and support for GE's Industrial business units.  
  
company -   
  
description - Made outbound calls and sent emails informing Institutional clients about their delinquent payments as per Standard operating procedures.  
  
Ã¢Â€Â¢ Developed One Point Lessons for key customers and shared with the team  
  
Ã¢Â€Â¢ Maintained 95%+ accuracy rate throughout the year.  
  
Ã¢Â€Â¢ To generate a daily report on the team's performance, this included ways and means of improvement in COE revenue.  
  
Ã¢Â€Â¢ Had gained credibility among the team members and first level of escalation for any issues in the absence of the manager. Been single point of contact (SPOC) for any HR issues in team.

IT SKILLS Ã¢Â€Â¢ Well versed with MS Office and Internet Applications and various ERP systems implemented in the company ie.SAGE, Flotilla, LM ERP, Tally 9, WMS, Exceed 4000 etc PERSONAL DOSSIER Permanent Address: Bandra West, Mumbai 400 050Education Details   
  
 B.Com commerce Mumbai, Maharashtra Bombay University  
  
 Mumbai, Maharashtra St. Andrews College  
  
 DIM Business Management IGNOU  
  
Operations Manager   
  
  
  
Operations Manager - Landmark Insurance Brokers Pvt Ltd  
  
Skill Details   
  
EMPLOYEE RESOURCE GROUP- Exprience - 6 months  
  
ENTERPRISE RESOURCE PLANNING- Exprience - 6 months  
  
ERP- Exprience - 6 months  
  
MS OFFICE- Exprience - 6 months  
  
Tally- Exprience - 6 monthsCompany Details   
  
company - Landmark Insurance Brokers Pvt Ltd  
  
description - Jan 2019 till Date  
  
About the Company  
  
One of India Largest Insurance Brokerage firms with offices across 24 states PAN India and a part of the LandmarkGroup with an annual turnover of 2200 cr  
  
  
  
Position: Operations Manager  
  
Leading and overseeing a team of 12 people to ensure that the correct work processes and TAT are followed with regards to complete insurance handling from cheque submission right upto policy issuance and support to all offices PAN India for Motor and Health Insurance.  
  
 Ã¢Â€Â¢ Ensuring all the data entry of customers is correctly done by the customer service Ã¢Â€Â¢ Underwriting of documents and verification ( Health & Motor) Ã¢Â€Â¢ Costings of Insurance products Ã¢Â€Â¢ Followups with Insurance companies Ã¢Â€Â¢ Customer complain handling and solutions Ã¢Â€Â¢ MIS reporting Ã¢Â€Â¢ Ensuring the team is working in line with the operations SOP Ã¢Â€Â¢ Conducting weekly briefing with the team Ã¢Â€Â¢ Liasing with all PAN India offices for all operational support Ã¢Â€Â¢ Handling daily cash transactions Ã¢Â€Â¢ Reporting to the Vice President Operations  
  
company - Trippereri Travels & Tours  
  
description - Jan 2017 to Mar 2018  
  
About the Company  
  
A Startup Travel Agency company organising local and international Tours.  
  
  
  
Operations: Looked after overall Operations and Administrative / Sales functions  
  
company - Vish Hotel Supplies Pvt Ltd  
  
description - Jan 2015 Nov 2016  
  
  
  
About the Company  
  
A distributor of hotel supplies to 5 star International hotels Groups in India for hotel amenities from a international supplier to more than 50 hotels all across India  
  
  
  
Position: Operations Manager (Supply Chain Logistics)  
  
Complete Incharge of running the business from Shipping, Imports, warehousing right upto Distribution and overseeing all operational related activities for the company   
  
Ã¢Â€Â¢ Overlooking and managing all aspects of the business and implementing procedures for successful shipping / inventory management at the warehouse / delivery of material all India plus exports Ã¢Â€Â¢ Overseeing all vendor negotiations in addition to the customs warehouse and cha Ã¢Â€Â¢ Negotiating with Freight forwarders for best freight rates and quickest delivery times Ã¢Â€Â¢ Overseeing the clearance of import shipments and export shipments and liasing with freight forwarders Ã¢Â€Â¢ Ensuring that all government and tax compliances are adhered to by the company.  
  
Ã¢Â€Â¢ Ensuring that all benefits of government rebates and duty schemes are received and availed by the customer and company as per the EXIM license held Ã¢Â€Â¢ Overseeing that all customers are satisfied with the overall supplies and services of the company Ã¢Â€Â¢ Ensuring that all obstacles faced in the supply chain management is smoothened out for hassel free delivery to the customers across India Ã¢Â€Â¢ Overseeing account paybles and receivables Ã¢Â€Â¢ Overseeing that all stock are maintained in the warehouses and accounting books as per implemented procedures Ã¢Â€Â¢ Sourcing out new vendors with high quality manufacturing capabilities for new product manufacture Ã¢Â€Â¢ Visiting customers to survey customer satisfaction and address any shortfalls Ã¢Â€Â¢ HR function like recruitment, interviewing & finalizing candidates for the company  
  
company - GEA Ecoflex Middle East FZE  
  
description - About the Company  
  
GEA Ecoflex part of the GEA Group Germany is one of the largest suppliers of process technology and components for the food and energy industries. As an international technology group, the Company focuses on sophisticated production processes.  
  
GEA generates revenues in excess of EUR 5.7 billion annually  
  
  
  
KEY DELIVERABLES  
  
Freight Management: Acquire, develop and enhance relationships for economical & faster modes of freight forwarding for various requirements of the company. Developing pricing strategies with an with an eye towards maximizing company's profits by reducing its freight costs by negotiating the pricing for each individual sectors with freight forwarders/shipping carrier and ensuring timely delivery of goods to the respective destinations.  
  
  
  
Manage and negotiate the import freight charges with various freight forwarders and Air Lines for Bulk Air shipments moving from Americas, Europe, Dubai, India, China & Other GCC Countries.  
  
Identify possible snag & loopholes for all consignments moving in and out, which may be late for the required deadline and find alternate solutions for meeting the commitment.  
  
  
  
Logistics Management: Managing the logistic functions; negotiating with transporters for cost effective transport solutions.  
  
Coordinating with Custom House Agents for ensuring timely clearances and effective transport solutions at reasonable costs.  
  
Interfacing with airlines & shipping lines for transport & conducting negotiations for finalizing freight rates to optimize transportation costs & ensure damage free transit. Monitoring and analyzing the loss in transit and undertaking measures to control the same. Co-ordinated the schedule / mobilization of After sales team to various GCC/ On-shore / Off shore /European sites.  
  
Materials / Inventory Management: Handling the inventory function so as to curtail inventory holding expenses. Ensuring the specifications of materials, establishing quality & quantity for effective inventory control and reducing wastages.  
  
Managing the disposal of obsolete and retired inventory.  
  
  
  
Warehousing & Distributions: Planning and maintaining efficient warehouse operations. Monitoring receipt, inspection, storage, and distribution of stock. Resolving all problems affecting the stores service including staff punctuality, day-off, vacation plan, etc. Overseeing that all paper work is processed in a timely manner. Following up on discrepancies, damage/expired goods and claims & returns back.  
  
  
  
Purchase / Procurement: Providing support for developing and implementing key procurement strategies for commodities and ensuring that plans are aligned with all contractual & statutory requirements while ensuring project schedule. Identifying new potential vendors for strategic sourcing; ensuring purchase schedules against the purchase plan for timely procurement of all items to ensure smooth manufacturing.  
  
  
  
Vendor / Supplier Development: Providing support for identifying and negotiating with vendors for procuring essential materials at reasonable price, developing vendors for better price, quality, delivery & increased volumes and identifying alternate vendors. Developing long-term partnerships with local & foreign suppliers; acquiring techno-commercial offers from various vendors. Handled Supplier Pre-Qualification and Vendor Registrations  
  
  
  
SIGNIFICANT CONTRIBUTIONS   
  
Ã¢Â€Â¢ Successfully managed the overall Operations including: o Receiving stock, Order Dispatch, Warehouse Management & Special Processes.  
  
o Inventory Control and Global Purchase.  
  
o Facility in compliance with ISO 9001 -2008 standards.  
  
o Coordinating and follow up with various factories in Europe, US, Asia for timely delivery of materials o Carrying out receiving, picking, packing, and shipping average of 45 orders monthly.  
  
o Maintaining and handling AED 15 million inventories stored at three external warehouses.  
  
Ã¢Â€Â¢ Holds the credit of serving clients in Power, Marine Oil and Construction industries including SABIC, KSA.  
  
Ã¢Â€Â¢ Played a key role in streamlining inventory identification and tracking system.  
  
Ã¢Â€Â¢ Pivotal in introducing systematic analysis of daily discrepancy reports.  
  
Ã¢Â€Â¢ Generated reports on Standardized receiving, stocking, checking, and housekeeping procedures.  
  
Ã¢Â€Â¢ Abridged a decrease in inventory discrepancies by developing tracking system.  
  
Ã¢Â€Â¢ Successful in meeting 24-hour turnaround goal for most of shipments.  
  
company - Kuehne + Nagel LLC  
  
description - About the Company  
  
  
  
A worldwide leader in Logistics .The company activities are in the global seafreight, airfreight, overland and contract logistics businesses.  
  
 Ã¢Â€Â¢ Successfully managed a team of 3 Executives and reported to General Manager.  
  
Ã¢Â€Â¢ Handling the top Key accounts of the company Ã¢Â€Â¢ Successful handling of the entire export Coordination, Documentation.  
  
Ã¢Â€Â¢ Played a pivotal role in supervising receiving, inventory control, storage, distribution, traffic, etc.  
  
Ã¢Â€Â¢ Responsible for maintaining scheduled drivers, negotiated rates and routes with truck lines/carriers.  
  
Ã¢Â€Â¢ Essayed a key role in handling product distribution, security, and receivables for clients like United nations and Johnson & Johnson.  
  
Ã¢Â€Â¢ Handled Hotel logistics, inventory and distribution across the middle east for Marriot and Hilton Group Ã¢Â€Â¢ Managed and monitored the smooth movements of all consignments moving as direct imports, exports or as transshipment consignments from the Far East/ Middle East/ Amman or Egypt and its other branches to its respective destinations & also as transshipment into USA by Air, Land and Sea.  
  
Ã¢Â€Â¢ Supervised the Entire Customs Clearance for all consignments at various exit/entry points for all the direct imports, exports or transshipment consignments Ã¢Â€Â¢ Billing each Account as per the job completed Ã¢Â€Â¢ Keeping track of Revenue of each client on a monthly basis Ã¢Â€Â¢ Regular customer visits to ensure smooth operations and address any grievances.  
  
company - DHL Express  
  
description - About the Company  
  
  
  
A worldwide leader in Air Express Courrier wholly owned by DPWN (Deutsche Post World Net)   
  
Ã¢Â€Â¢ To handle shipments of Key Accountholders with DHL India Ã¢Â€Â¢ Tracking and Tracing of shipments Ã¢Â€Â¢ Solving problems of undelivered shipments Ã¢Â€Â¢ Working as per the DHL standards and service procedures Ã¢Â€Â¢ Liasing with operations and network at all DHL stations worldwide to ensure timely deliveries of shipments Ã¢Â€Â¢ Proactively keeping the customer informed about the status of their shipments while in transit to delivery Ã¢Â€Â¢ Keeping track of the productivity of each team member and updating records Ã¢Â€Â¢ Liasing with India operations for inbound freight shipments for clearance and timely deliveries Ã¢Â€Â¢ Informing customers about the various paperworks required for sending different shipments to various countries Ã¢Â€Â¢ Handled projects for State Bank of India for sending Interest warrants to their customers Globally. Keeping complete track of shipments status and informing SBI proactively.  
  
company - WNS Global Services  
  
description -   
  
company - Airlink International  
  
description - About the company  
  
An International company with various departments and activities i.e Cargo, shipping, Ticketing  
  
And freight forwarding  
  
  
  
Designation Held: Logistic Assistant / Operations Executive  
  
  
  
Job responsibilities: Ã¢Â€Â¢ Handling the top accounts of the company.  
  
Ã¢Â€Â¢ Answering customer queries, request and complaints Ã¢Â€Â¢ Sending quotations Ã¢Â€Â¢ Billing each Account as per the job completed Ã¢Â€Â¢ Preparing export documentation.  
  
Ã¢Â€Â¢ Preparing free Zone documents Ã¢Â€Â¢ Liaising with Jebel Ali Port and Dubai / Sharjah port.  
  
Ã¢Â€Â¢ Liaising with Shipping companies for export and imports.  
  
Ã¢Â€Â¢ Coordinating Barge loadouts.  
  
Ã¢Â€Â¢ Complete Inventory Management.  
  
Ã¢Â€Â¢ Adhering to professional standards and procedure to achieve the ISO certificate.  
  
  
  
Worked on software packages Exceed 4000 and Flotilla.  
  
company - Serck Services International  
  
description - Job responsibilities Ã¢Â€Â¢ Liaising with the Purchasing Manager in local and international purchases of technical parts, Ã¢Â€Â¢ Involving import and export formalities.  
  
Ã¢Â€Â¢ Soliciting quotes, preparing purchase orders and communicating with suppliers both local and international.  
  
Ã¢Â€Â¢ Receiving and dispatching goods Ã¢Â€Â¢ Liaising with suppliers to ensure timely supply of equipments Ã¢Â€Â¢ Stock control and inventory.  
  
Ã¢Â€Â¢ Maintenance of reorder levels and par stock.  
  
Ã¢Â€Â¢ Preparing the daily operations report Ã¢Â€Â¢ Maintaining the ISO standards, which involves efficient recording of data and systematic filing of data.  
  
company - Serck Services International  
  
description - March 2000 - April 2003  
  
About the company  
  
A British based multinational company, manufacturing radiators, oil coolers, heat exchangers and  
  
Other cooling elements for all purposes  
  
Joined the company as Accounts Assistant and promoted to Logistic Assistant in Aug 2001  
  
company - Serck Services International  
  
description - Job responsibilities Ã¢Â€Â¢ Maintaining and updating the database of customers and suppliers.  
  
Ã¢Â€Â¢ Handling walk in customers and after sales service calls. Preparing Job order.  
  
Ã¢Â€Â¢ Providing timely information and data for the preparation of reports.  
  
Ã¢Â€Â¢ Circulating information through memos and reports.  
  
Ã¢Â€Â¢ Invoicing for four major departments.  
  
Ã¢Â€Â¢ Banking Ã¢Â€Â¢ Petty cashiering and preparing reports Ã¢Â€Â¢ General office duties.

KEY COMPETENCIES Ã¢ÂœÂ¶Multi - Operations ManagementÃ¢ÂœÂ¶People Management Ã¢ÂœÂ¶Customer Services - Emails Ã¢ÂœÂ¶ MIS Ã¢ÂœÂ¶Vendor & Client Services ManagementÃ¢ÂœÂ¶Cross Functional CoordinationÃ¢ÂœÂ¶Banking & Financial ServicesÃ¢ÂœÂ¶ Transaction Monitoring \* ATM Operations Ã¢ÂœÂ¶ & Prepaid Card Operations (Pre-Issuance & Post-Issuance) Ã¢ÂœÂ¶ POS Operations \* JOB PROFILE & SKILLS: Ã¢Â€Â¢ An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities. Ã¢Â€Â¢ Extensive experience in managing operations with demonstrated leadership qualities & organisational skills during the tenure. Ã¢Â€Â¢ Managing customer centric operations & ensuring customer satisfaction by achieving service quality norms. Ã¢Â€Â¢ Analyzing of all operational problems, customer complaints and take preventive and corrective actions to resolve the same. Ã¢Â€Â¢ Receive and respond to Key customer inquiries in an effective manner and provide relevant and timely information. Ã¢Â€Â¢ Deft in steering banking back-end operations, analyzing risks and managing delinquencies with dexterity across applying techniques for maximizing recoveries and minimizing credit losses. Ã¢Â€Â¢ Analyzed & identified training needs of the team members and developing, organizing and conducting training programs and manage bottom quartile team to improve their performance. Ã¢Â€Â¢ Preparing and maintaining daily MIS reports to evaluate the performance and efficiency of the process relate to various verticals. Ã¢Â€Â¢ Measuring the performance of the processes in terms of efficiency and effectiveness matrix and ensuring adherence to SLA. Ã¢Â€Â¢ Major Activities Define processes for Field Services were monitored and necessary checks were executed and controlled. Also measured Vendor SLA by analyzing the TAT of vendors & the Client SLA provided to us. Ã¢Â€Â¢ As per company procedures, handling & ensuring vendor's payment issues to be sorted out &payments are processed on quarterly basis. Ã¢Â€Â¢ Appropriately plan and execute each skill of operations in accordance with the department's policies and procedures. Ã¢Â€Â¢ Manage relationships with business team, software development team and other services to achieve project objectives. Different software Worked till now: - a. CTL prime - Axis Bank Credit Cards b. Insight - For POS Machine technical operations for Amex (MID & TID Generation- ATOS (Venture Infotek) c. Ticket Management System - TATA Communications Private Services Ltd (ATM - NOC Operations) d. Branch Portal (Yalamanchili Software Exports Ltd) - Prepaid Cards (SBI Bank & Zaggle Prepaid Oceans Services Ltd) Zaggle Prepaid Ocean Services Pvt Ltd Oct, 2017 to Till Date Designation: Manager - Operations (Payment Industry - Prepaid Cards - INR) Education Details   
  
 Commerce Mumbai, Maharashtra Mumbai University  
  
Operations Manager   
  
  
  
Service Manager - Operations (Payment Industry - Prepaid Cards - INR & FTC)  
  
Skill Details   
  
OPERATIONS- Exprience - 73 months  
  
SATISFACTION- Exprience - 48 months  
  
TRAINING- Exprience - 24 months  
  
NOC- Exprience - 23 months  
  
POINT OF SALE- Exprience - 20 monthsCompany 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: Ã¢Â€Â¢ A result-oriented business professional in planning, executing& managing processes, improving efficiency of operations, team building and detailing process information to determine effective result into operations.  
  
Ã¢Â€Â¢ Ensuring PINs generation (SLA) is maintained and chargeback cases are raised in perfect timeframe.  
  
Ã¢Â€Â¢ Managing email customer services properly and ensuring the emails are replied properly. Also, ensuring transaction monitoring is properly managed 24/7.  
  
Ã¢Â€Â¢ Assisting Bankers (SBI & Associated Banks) for their BCP plans by getting executed in the system with the help of DR-PR plans & vice versa or any other business requirements.  
  
Ã¢Â€Â¢ Expertise in maintaining highest level of quality in operations; ensuring adherence to all the quality parameters and procedures as per the stringent norms.  
  
Ã¢Â€Â¢ Lead, manage and supervise the execution of external audit engagements and responsible for presenting the findings & developing a quality reports to the senior Management and Clients.  
  
Ã¢Â€Â¢ Coach/mentor (20) team members to perform at a higher level by giving opportunities, providing timely continuous feedback and working with staff to improve their communication, time management, decision making, organization, and analytical skills.  
  
Ã¢Â€Â¢ Providing the solutions and services to the client in their own premises with aforesaid count of team members.  
  
Ã¢Â€Â¢ Also ensuring end to end process of PR & DR as per client requirements (PR- DR & DR -PR) by interacting with internal & external stakeholders.  
  
Ã¢Â€Â¢ Determining process gaps and designing & conducting training programs to enhance operational efficiency and retain talent by providing optimum opportunities for personal and professional growth.  
  
company - Credit Cards  
  
description - Ensured highest standard of customer satisfaction and quality service; developing new policies and procedures to improve based on customer feedback and resolving customer queries via correspondence, inbound calls & email channels with the strength of (12-16) Team members.  
  
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 also by interacting with internal & external stakeholders.  
  
company - Vertex Customer Solutions India Private Ltd  
  
description - Key Contributions: Ã¢Â€Â¢ Build positive working relationship with all team members and clients by keeping Management informed of KYC document collection & con-current audit progress, responding timely to Management inquiries, understanding the business and conducting self professionally.  
  
company - Financial Inclusion Network & Operations Limited  
  
description - Key Contributions: POS-Operations Ã¢Â€Â¢ Cascading the adherence of process is strictly followed by team members & training them to reduce the downtime.  
  
Ã¢Â€Â¢ Managing Stock of EDC Terminals Ã¢Â€Â¢ Managing Deployments of terminals through Multiple teams Ã¢Â€Â¢ Would have worked with multiple terminal make & model Ã¢Â€Â¢ Managing Inward, Outward & QC of applications installed in the POS machines.  
  
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)

Operating Systems: Windows, Linux, Ubuntu Network Technologies : Cisco Routing and Switching, InterVLAN Routing, Dynamic Protocols i.e. RIPv2, RIPng, OSPF, EIGRP. Static Routing, ACL, VTP, VLAN, EhterChannel, HSRP, STP, IPv6, Lan Troubleshooting, Structured Network Cabling, Cisco Firewall and Fortinet Firewall, RHEL 6 networks. Networking Devices : Cisco Routers: 1800s, 1900s, 2600s, 2900s, 3600s, 3800s, 7200s etc. : Cisco Switches: Cisco Catalyst 2900s, 3700s, 4850s etc. : HP ProLiant Servers, Dell Server, Lenovo Servers etc. : Fortinet Firewall, Modem etc. Server Technologies : AD, RODC, FTP, Print Server, SCCM, WDS, DHCP, Group Policies, DHCP Server, DNS Server, RIS Server, User policies, computer policies etc. Backup Technologies: Server 2016 backup tools, Symantec Backup EXEC 12D etc. Virtualisation: VMWare ESXi, VMware Workstation, Oracle VirtualBox, GNS3 Network Simulator etc. Education Details   
  
 MSC AISECT university in distance education  
  
 B. Com Jiwaji University  
  
Sr. Network Engineer   
  
  
  
Sr. Network Engineer - Cloudatix Network Pvt. Ltd  
  
Skill Details   
  
CISCO- Exprience - 43 months  
  
DHCP- Exprience - 43 months  
  
DNS- Exprience - 43 months  
  
FTP- Exprience - 43 months  
  
LAN- Exprience - 43 monthsCompany Details   
  
company - Cloudatix Network Pvt. Ltd  
  
description - 18.  
  
  
  
Project Routers, Switches and Server Configuration with Group Policies  
  
Client Railwire/Railtel Corporation of India Ltd., Mumbai  
  
Type of Project Configuration of WiFi AP of Railway Station in Maharashtra State  
  
Role Sr. Network Engineer  
  
Roles & responsibilities  
  
Ã¢Â€Â¢ Earthing, trenching for equipment.  
  
Ã¢Â€Â¢ Making plans for preparing station to WiFi environment including cabling, installation, commissioning, handing over etc.  
  
Ã¢Â€Â¢ Implementing and maintaining backup schedules.  
  
Ã¢Â€Â¢ Upgrading and backups of Cisco router configuration files.  
  
Ã¢Â€Â¢ Installation, Configuration and Administration of Windows Servers 2008 R2, 2012 R2, 2016 Active Directory, FTP, DNS, DHCP, TFTP.  
  
Ã¢Â€Â¢ Troubleshooting LAN & WAN infrastructure.  
  
Ã¢Â€Â¢ Settings of the networking devices (Cisco Router, switches) co-coordinating with the system/network administrator during implementation.  
  
Ã¢Â€Â¢ Regular Health Checking of File Servers & Application Servers for Security violation, Disk Spaces etc.  
  
Ã¢Â€Â¢ Maintaining & Management, windows 7 & 10 based network.  
  
Ã¢Â€Â¢ Installing & Configuring Network Printers.  
  
Ã¢Â€Â¢ Assigning proper rights on shared drives.  
  
Ã¢Â€Â¢ User & Groups management and assigning rights according to organization requirements.  
  
company - Asha MMPC  
  
description - Project Routers, Switches and Server Configuration with Group Policies  
  
Client Asha MMPC, Bali, Pali, Rajasthan  
  
Type of Project Configuration DPMCU, Milknet Server, EMS Server, QMS Server etc.  
  
Role IT Executive  
  
Roles & responsibilities  
  
Ã¢Â€Â¢ Implementing and maintaining backup schedules.  
  
Ã¢Â€Â¢ Upgrading and backups of Cisco router configuration files.  
  
Ã¢Â€Â¢ Installation, Configuration and Administration of Windows Servers 2008 R2, 2012 R2, 2016 Active Directory, FTP, DNS, DHCP, TFTP.  
  
Ã¢Â€Â¢ Troubleshooting LAN & WAN infrastructure.  
  
Ã¢Â€Â¢ Settings of the networking devices (Cisco Router, switches) co-coordinating with the system/network administrator during implementation.  
  
Ã¢Â€Â¢ Regular Health Checking of File Servers & Application Servers for Security violation, Disk Spaces etc.  
  
Ã¢Â€Â¢ Maintaining & Management, windows 7 & 10 based network.  
  
Ã¢Â€Â¢ Installing & Configuring Network Printers.  
  
Ã¢Â€Â¢ Assigning proper rights on shared drives.  
  
Ã¢Â€Â¢ User & Groups management and assigning rights according to organization requirements.  
  
company - Interface Techno System  
  
description - Project Routers, Switches and Server Configuration with Group Policies  
  
Client The Scindia School, Fort, Gwalior (MP)  
  
Type of Project Configuration and Implementation  
  
Role Network Engineer  
  
Roles & responsibilities  
  
Ã¢Â€Â¢ Implementing and maintaining backup schedules.  
  
Ã¢Â€Â¢ Upgrading and backups of Cisco router configuration files.  
  
Ã¢Â€Â¢ Installation, Configuration and Administration of Windows Servers 2000/2003, 2008 R2, 2012 R2, Active Directory, FTP, DNS, DHCP, TFTP, Linux OS.  
  
Ã¢Â€Â¢ Working on troubleshooting of complex LAN infrastructure.  
  
Ã¢Â€Â¢ Settings of the networking devices (Cisco Router, switches) co-coordinating with the system/Network administrator during implementation.  
  
Ã¢Â€Â¢ Regular Health Checking of File Servers & Application Servers for Security violation, Disk Spaces etc.  
  
Ã¢Â€Â¢ Maintaining & Management, windows 7 professional based network.  
  
Ã¢Â€Â¢ Installing & Configuring Network Printers.  
  
Ã¢Â€Â¢ Installing Server side Software's & Utilities.  
  
Ã¢Â€Â¢ Assigning proper rights on shared drives.  
  
Ã¢Â€Â¢ Managing user account  
  
company - Interface Techno System  
  
description - Project Network Implementation and Configuration  
  
Client M/s Teva API India Pvt Ltd, Bhind (MP)  
  
Type of Project Implementation and Configuration  
  
Role Network Support Engineer  
  
Roles & responsibilities  
  
Ã¢Â€Â¢ Implementing and maintaining backup schedules.  
  
Ã¢Â€Â¢ Upgrading and backups of Cisco router configuration files.  
  
Ã¢Â€Â¢ Installation, Configuration and Administration of Windows Servers 2000/2003, 2008 R2, 2012 R2, Active Directory, FTP, DNS, DHCP, TFTP, Linux OS.  
  
Ã¢Â€Â¢ Working on troubleshooting of complex LAN infrastructure.  
  
Ã¢Â€Â¢ Settings of the networking devices (Cisco Router, switches) co-coordinating with the system/Network administrator during implementation.  
  
Ã¢Â€Â¢ Configuration, Maintenance, check Point Endpoint Security MI Management Console for Laptop Users  
  
Ã¢Â€Â¢ Regular Health Checking of File Servers & Application Servers for Security violation, Disk Spaces etc.  
  
Ã¢Â€Â¢ Logging & Monitoring Calls using CA Unicenter Service Desk Manager.  
  
Ã¢Â€Â¢ Maintaining & Management, windows XP professional based network.  
  
Ã¢Â€Â¢ Installation, Configuration & troubleshooting of Microsoft Outlook.  
  
Ã¢Â€Â¢ Installing & Configuring Network Printers.  
  
Ã¢Â€Â¢ Installing Server side Software's & Utilities.  
  
Ã¢Â€Â¢ Assigning proper rights on shared drives.  
  
Ã¢Â€Â¢ Managing user account  
  
Ã¢Â€Â¢ Issue E Token for laptop user  
  
Ã¢Â€Â¢ Managing more than 350 Desktops and Laptops  
  
Ã¢Â€Â¢ Taking differential and full backups of the server through Symantec Backup Exec 12D  
  
Ã¢Â€Â¢ Restoring the Files, which got corrupted or deleted accidentally.  
  
Ã¢Â€Â¢ Handling escalations of desktop calls from remote locations.  
  
Ã¢Â€Â¢ Monthly/Weekly Report Generations for the servers.  
  
Ã¢Â€Â¢ Preparing MIS, vendor & inventory management reports.  
  
company - Nava Bharat Press (P) Ltd  
  
description - Role System Engineer  
  
Roles & responsibilities  
  
Ã¢Â€Â¢ Server Management  
  
Ã¢Â€Â¢ Backup management  
  
Ã¢Â€Â¢ Helpdesk, SLA monitoring and incident management  
  
Ã¢Â€Â¢ Hosting client meeting at scheduled interval  
  
Ã¢Â€Â¢ System Management and Troubleshooting  
  
Ã¢Â€Â¢ Hardware Troubleshooting  
  
  
  
Additional Qualification & Certifications  
  
Ã¢Â€Â¢ Manual and Computerized accounting with Tally ERP9. Tally certification from Tally Academy.

Technical Expertise: Ã¢ÂžÂ¢ Cisco ASA, Checkpoint firewall (GAIA, Splat), Palo Alto firewalls Ã¢ÂžÂ¢ Firewall management tools: Cisco security management (CSM), Checkpoint Smart center, Palo Alto Panorama Ã¢ÂžÂ¢ F5 load balancer (LTM) Ã¢ÂžÂ¢ Networking Hands on Cisco Router and Cisco Switches, Ã¢ÂžÂ¢ Security Management & Event Management: RSAEnvision 4.1, Ã¢ÂžÂ¢ Ticketing tools - BMC Remedy, Service-now Other Technologies: Software languages: Python, VB ScriptingEducation Details   
  
January 2006 to January 2010 Bachelor of Engineering Information Technology Mumbai, Maharashtra Mumbai University  
  
Senior Network security Analyst   
  
  
  
Senior Network security Analyst - Accenture  
  
Skill Details   
  
FIREWALLS- Exprience - 97 months  
  
CISCO- Exprience - 89 months  
  
SECURITY- Exprience - 72 months  
  
FIREWALL- Exprience - 45 months  
  
CHECKPOINT- Exprience - 44 monthsCompany Details   
  
company - Accenture  
  
description - Install, configure, upgrades and troubleshoot Cisco ASA firewalls ( 5500-X) which includes Single and multi-context firewalls  
  
Ã¢ÂžÂ¢ F5 LTM configuration (VIP, pools), SSL offloading, certificate renewals, Code upgrade and troubleshoot issues  
  
Ã¢ÂžÂ¢ Pulse secure (Juniper) management includes creating Roles/ Realm, polices for remote access, reverse proxy and Code upgrade  
  
Ã¢ÂžÂ¢ PAC file configuration  
  
Ã¢ÂžÂ¢ Preparing design documents (HLD, LLD), IP Schema and Configuration of all network devices as per customer requirements in data center environment  
  
Ã¢ÂžÂ¢ Incident Management, Change management, Problem Management ( ITIL process)  
  
Ã¢ÂžÂ¢ Key projects- Worked on resiliency project like firewall policy lockdown. Software code upgrade on all firewalls and load balancers. End to end co-ordination for firewall deployment  
  
Ã¢ÂžÂ¢ Tools: Cisco security manager 4.x  
  
company - Zensar Technologies  
  
description - Install, Upgrades Checkpoint firewalls GAIA R75, R77 and policy deployment  
  
Ã¢ÂžÂ¢ Troubleshoot checkpoint firewalls, Palo alto firewall and Cisco ASA's for multiple sites belongs to US, Canada and EMEA region.  
  
Ã¢ÂžÂ¢ Configure, upgrades, troubleshoot Cisco Routers ( Cisco 29xx, 28xx, 19xx) and Cisco switches (2960, 3560) and Cisco Meraki AP in Meraki Cloud  
  
Ã¢ÂžÂ¢ F5 LTM configuration and troubleshooting the operational issues  
  
company - Infosys Technologies  
  
description - Responsibilities:  
  
Ã¢ÂžÂ¢ Install, configure, upgrade and troubleshoot checkpoint firewalls, Cisco Routers, Switches  
  
Ã¢ÂžÂ¢ Configure, monitor and troubleshoot issues within organization LAN, WAN and customer  
  
Connectivity networks.  
  
Ã¢ÂžÂ¢ Interface with vendors and service providers ensuring that hardware or software problems were dealt with efficiently and effectively, with minimal downtime  
  
company - HCL-Comnet  
  
description - Responsibilities:  
  
Ã¢ÂžÂ¢ Event moitoring and administration of RSA enVision 4.1 SIEM.  
  
Ã¢ÂžÂ¢ Proficient in researching traffic patterns to identify false-positives and/or malicious traffic within IDS, IPS, scanners (Qualis) and firewalls.  
  
Ã¢ÂžÂ¢ Experience in writing correlation rules, parsers & developing UDS for unsupported device logs.  
  
Ã¢ÂžÂ¢ analyze a large volume of security events while maintaining a high quality of analysis  
  
Ã¢ÂžÂ¢ Change Configuration Management exposure  
  
company - Wipro Technologies  
  
description - Administrator, Manage and troubleshoot multi-vendor Network Infrastructure consisting of Cisco, Juniper Platforms ( Cisco Router 3845, Cisco stack-wise switches 3750E and 2960 access switch, Cisco 4500 chassis, Cisco 5550/20 ASA firewalls, Juniper SA 6500 SSL VPN)  
  
Ã¢ÂžÂ¢ Provisioning and troubleshooting access issues related to RSA and Entrust (2FA) User Accounts.  
  
Ã¢ÂžÂ¢ Taking all network and security devices configuration back up on weekly and monthly basis.

Competencies: SAP Business Intelligence Version SAP BO 4.2 BO Tools Design Studio, IDT, Webi, UDT, CMC activities Backend DB HANA, BW, Bex Queries, SQLEducation Details   
  
  
  
SAP BO Developer and SAP HANA Developer   
  
  
  
SAP BO Developer - Credit Suisse  
  
Skill Details   
  
Sap Bi- Exprience - 72 months  
  
CMC- Exprience - 72 months  
  
HANA- Exprience - 36 months  
  
BUSINESS INTELLIGENCE- Exprience - 72 months  
  
SQL- Exprience - 72 months  
  
SAP BO- Exprience - 72 monthsCompany Details   
  
company - Accenture  
  
description - Company Accenture, Pune  
  
Environment SAP BO 4.2, IDT, HANA views  
  
Role SAP BO Developer and HANA developer  
  
  
  
Description:  
  
This Project aims to provide reporting solution for Swiss business users.The universe supports analyzing customer funds purchase order patterns and order lifecycle reporting.  
  
The purpose of reports is to provide an end-to-end view of the entire sales order transaction, and to track the investment orders in various funds, including the status of orders, order types along with the gross value and net value to be generated from these orders.  
  
  
  
Roles & Responsibilities:  
  
Ã¢Â€Â¢ Analyzed user requirements and sorted the best possible ways of optimizing performance of universe.  
  
Ã¢Â€Â¢ CV and generated views development in HANA studio  
  
Ã¢Â€Â¢ Handling day to day activities involved in development of Business Objects as per the client requirements.  
  
Ã¢Â€Â¢ Worked as a team member with backend counterpart to understand the Business Requirements.  
  
Ã¢Â€Â¢ Developing and maintaining universes.  
  
Ã¢Â€Â¢ Raised OSS tickets to SAP for issues and implemented suggestion/workaround in development.  
  
Ã¢Â€Â¢ Fixed webi issues reported by users.  
  
Ã¢Â€Â¢ Created BIAR file and promoted to higher environments by change request.  
  
Ã¢Â€Â¢ Project handover to team and documentation for reference.  
  
  
  
Project 2:  
  
  
  
Project Name Nestle  
  
Client Nestle Globe  
  
Company Tech Mahindra Pvt. Ltd. Bangalore  
  
Environment SAP BO 4.2, IDT, HANA views  
  
Role SAP BO Developer and HANA developer  
  
  
  
Description:  
  
This Project aims to provide reporting solution for Global business users. The Globe Integrated Order (IO), Billing Detail and Order Detail universes combines orders, deliveries, shipment and billing documents at the order item level.  
  
The universe supports analyzing customer order patterns and order lifecycle reporting.  
  
The purpose of reports on this universe is to provide an end-to-end view of the entire sales order transaction, and to track the sales orders in various ways, including the status of orders, order types along with the gross value and net value to be generated from these orders.  
  
  
  
Roles & Responsibilities:  
  
Ã¢Â€Â¢ Analyzed user requirements and sorted the best possible ways of optimizing performance of universe.  
  
Ã¢Â€Â¢ CV and generated views development in HANA studio  
  
Ã¢Â€Â¢ Handling day to day activities involved in development of Business Objects as per the client requirements.  
  
Ã¢Â€Â¢ Worked as a team member with backend counterpart to understand the Business Requirements.  
  
Ã¢Â€Â¢ Developing and maintaining universes.  
  
Ã¢Â€Â¢ Raised OSS tickets to SAP for issues and implemented suggestion/workaround in development.  
  
Ã¢Â€Â¢ Implemented Union pruning in concept in universe to optimize performance by partition selection in HANA views by passing value to prompt.  
  
Ã¢Â€Â¢ Fixed webi issues reported by users.  
  
Ã¢Â€Â¢ Created BIAR file and promoted to higher environments by change request.  
  
Ã¢Â€Â¢ Project handover to team and documentation for reference.  
  
  
  
Project 3:  
  
  
  
Project Name Nestle  
  
Client Nestle TCT  
  
Company Tech Mahindra Pvt. Ltd. Bangalore  
  
Environment SAP BO XI 4.2, Design Studio 1.6 SP6 & Bex Queries  
  
Role SAP BO Developer  
  
  
  
Description:  
  
The Project was developed to show delay in Nestle freight orders by hours on cross tab, bar chart, geo map due to weather conditions.  
  
  
  
Basic Source for the data was BW Bex queries and the top of these Queries dashboard was designed.  
  
  
  
This main user audience was transport control tower members to analyze and take decision to send consignments via other modes of transport due to weather conditions to avoid delay and reduce expenditure.  
  
  
  
Roles & Responsibilities:  
  
Ã¢Â€Â¢ Involved with users to understand the Business Requirements and implement feature in a generic way.  
  
Ã¢Â€Â¢ Suggested best visualization components in dashboard to use.  
  
Ã¢Â€Â¢ Analyzing user requirements and finding the best possible ways of representing the data.  
  
Ã¢Â€Â¢ Bug Fixes and feature enhancement in application.  
  
  
  
Project 4:  
  
  
  
Project Name Nestle  
  
Client Nestle BA  
  
Company Tech Mahindra Pvt. Ltd. Bangalore  
  
Environment SAP BO 4.2, Design Studio 1.6 & Bex Queries  
  
Role SAP BO Developer  
  
  
  
Description:  
  
The Project "Nestle BA Catalogue Reporting" for Nestle is basically to provide Dashboard in Design studio with the information of all the reports used within Nestle.  
  
And this dashboard is been used by all the users of Nestle within different region of globe.  
  
Basic Source for the data was BW Bex Queries and the top of these Queries Dashboard was designed.  
  
This main purpose of the project was to help users to understand about usage of different reports on portal and to help them to take decision for decommissioning of a report.  
  
  
  
Roles & Responsibilities:  
  
Ã¢Â€Â¢ Involved with customer to understand the Business Requirements in order to present the data in a meaningful manner and suggested component selection to visualize data in most effectively.  
  
Ã¢Â€Â¢ Analyzing user requirements and finding the best possible ways of representing the data.  
  
Ã¢Â€Â¢ Changes in BW query according to requirement  
  
Ã¢Â€Â¢ Interacting with client team for requirement gathering and analysis.  
  
Ã¢Â€Â¢ Implemented ideas in bex and design studio app to optimize performance with help of successful POC.  
  
  
  
Project 5:  
  
  
  
Project Name Warner Bros  
  
Client Marvin Pictures, US  
  
Company CapGemini Pvt. Ltd. Bangalore  
  
Tools Teradata DB, SAP BO 4.1 Webi, IDT, CMC, Query builder, HPSM ticketing tool  
  
Role SAP BO Developer  
  
  
  
Description:  
  
The purpose of the project is tracking of DVD and comic sale worldwide. The Application will be used by End Users to analyze their sales Information and to help them in taking decision for their Business Growth.  
  
  
  
Sales reports in webi were based on universe. Teradata tables were source to universe.  
  
  
  
Worked as shared resource for CMC activities and webi/universe issues tickets.  
  
  
  
Roles & Responsibilities:  
  
Ã¢Â€Â¢ Working as a team member to understand the Business Requirements.  
  
Ã¢Â€Â¢ Performed CMC activities like user & user group creation, providing access to objects and folders. Created folders for reports, connection, universes and provided user security, connection pointing to universe.  
  
Ã¢Â€Â¢ Worked on issue related to connection, universe objects and webi reports enhancements.  
  
Ã¢Â€Â¢ Raised OSS messages to SAP to seek solution related to BO tool and limitations.  
  
Ã¢Â€Â¢ Worked on webi report, universe defects and enhancements.  
  
Ã¢Â€Â¢ Meeting with users to understand issue, suggest best solution and ETA.  
  
Ã¢Â€Â¢ Worked on query builder to find BO objects metadata for investigation.  
  
Ã¢Â€Â¢ Created of BIAR format using promotion management.  
  
  
  
Project 6:  
  
  
  
Project Name Nordea  
  
Client Nordea Bank, Sweden  
  
Company CapGemini Pvt. Ltd. Bangalore  
  
Environment SAP BO 4.1, IDT, Webi, Teradata  
  
Role SAP BO Developer  
  
  
  
Description:  
  
The Project report Analytics for Nordea aims to provide clear analysis of personal, company accounts in bank around the world. In all regions reports have data related to users and their account type.  
  
  
  
Webi reports based on universe based on Teradata DB financial tables.  
  
  
  
This project mainly tracks firm's Sales with respect to different criteria's like customer wise sales for different categories. It helps various end Users to analyze their sales related information and to help in their business growth and make precise decisions.  
  
  
  
Roles & Responsibilities:  
  
Ã¢Â€Â¢ Involved in activities to understand the Business Requirements.  
  
Ã¢Â€Â¢ Analyzing user requirements and finding the best possible ways of representing the data.  
  
Ã¢Â€Â¢ Designing and developing interactive webi reports as per client's dynamic requirements.  
  
Ã¢Â€Â¢ Developed webi reports having blocks, graphs and linked report with summary report.  
  
Ã¢Â€Â¢ After development performing unit test activities and presentation to users.  
  
Ã¢Â€Â¢ Implementation of Business Object i.e. Webi from one Environment to another using BIAR File.  
  
Ã¢Â€Â¢ Fixed issues in webi reports related to data and report formatting and made changes in report requested by users in MAT.  
  
Ã¢Â€Â¢ Prepared RDD for reports and performed unit testing.  
  
Ã¢Â€Â¢ Provided KT to users and supports teams.  
  
company - Tech Mahindra  
  
description -   
  
company - Capgemini  
  
description -