Vinayak Arun Ghadigaokar
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Work Experience

Kiya.ai (Infrasoft Technologies Pvt Ltd), Airoli   **[June 2022 - Apr 2023]**
Senior Associate Consultant,
- ❖ Manual Testing and deployment of Web Applications
- ❖ Project Implementation, Maintaining documentation updating PPR.
- ❖ Prioritizing workload, providing accurate and timely resolution.
- ❖ Helping in root cause analysis, suggesting fixes to complex issues.
- ❖ Providing daily support with resolution of escalated tickets and act as a liaison to business and tech leads to ensure critical issues are resolved in timely manner.
- ❖ Coordination with external and internal stakeholders to ensure timely execution of activities/tasks.

NKGSB BANK, Dindoshi   **[June 2018 – June 2022]**
Clerk,
- ❖ Handled NFS , Rupay , IMPS, UPI Reconciliation Acitivities
- ❖ Automation of various charges in Finacle
- ❖ Dealing with ATM switch vendor Euronet for ATM other transactional log related issues and providing sign offs
- ❖ Generation of E- Channels MIS Reports for Management and Accounts
- ❖ Tickets Resolution on RedMine (Finacle Support to the Branches related to user access/ATM transactions / process or flow of particular module)
- ❖ UAT for Internet Banking and Mobile Banking Application
- ❖ Contribution to project implementation green pin UAT
- ❖ Assistance in management's strategic decisions in meetings
- ❖ Sound knowledge of Branch Banking operations (CASA Term deposits/ Loan/NEFT/RTGS/Locker/Teller)

Genius Consultants, Saki Naka   **[October 2016 – May 2018]**
Associate,
- ❖ Worked on TCS TAG project and Merck Life Science Pvt Ltd Customer Support Team.
- ❖ At Merck worked on Providing solutions to retailer's problems (about order status, Availability of different chemicals)
- ❖ Generating road permits for harmful chemicals post GST implementation
- ❖ Processing credit notes to retailers
- ❖ Specifically appreciated by CEO Mr. Kevin Gorman for exemplary performance during financial year end
- ❖ At TCS worked under TAG Support to career portal users via e - mail and chat, Sending Mass Mailers
- ❖ Awarded STAR Performer for responding to 200 queries within a day

Education

NMIMS   **[Jan 2020 - Dec 2022]**
- ❖ PGDM – Information Technology and Systems

Ramniranjan Jhunjhunwala College, Ghatkopar   **[July 2012 – April 2016]**
- ❖ H.S.C. – Maharashtra State Board
- ❖ B.Com – Mumbai University

PVG Vidya Bhawan, Ghatkopar   **[March 2011]**
- ❖ S.S.C. - Maharashtra State Board

TechnicalSkills/Certifications
- ❖ Microsoft SQL certification , HTML , CSS, Javascript, Java, Google Technical Support certification

Other details
- ❖ Life/Soft Skills: Project planning and implementation, Strong verbal & written communication skill, Analytical skill, Team player