

# Vinayak Ghadigaokar

IT Operations and Support

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## OBJECTIVE

6+ Years Experienced professional looking for a challenging role in a fintech organisation to utilize my skills towards the growth of organisation as well to enhance my knowledge about new and emerging trends in Banking, Digital Payments and IT sector.

## PROFESSIONAL EXPERIENCE

### Kiya.ai ( Infracore Technologies Pvt Ltd)

Senior Associate Consultant,

(June 2022 - Present)

- ❖ Project Implementation, Maintaining client's Issue Register and provide resolution.
- ❖ Release Testing and deployment of Web Application
- ❖ Deploying Reports on Visual Studio, Joining tables to validate correctness of data

### NKGSB BANK

Clerk,

(June 2018 - June 2022)

- ❖ NFS , Rupay , IMPS, UPI Reconciliation
- ❖ Automation of various charges in Finacle
- ❖ Dealing with ATM switch vendor Euronet for ATM other transactional log related issues
- ❖ 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

Associate

(October 2016 - May 2018)

- ❖ 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
- ❖ 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

- ❖ MBA - IT and Systems NMIMS(Dec 2022)
- ❖ Bcom attended GNIIT software engineering course (May 2016)
- ❖ HSC (May 2013)
- ❖ SSC

## Certifications

Microsoft SQL Training Intellipaat (Oct 2022)