



## **Aniket Ravindra Deshpande**

**Sr. Implementation Engineer at Greyp Software Pvt. Ltd.**

**Phone:** +91 8796956601

**Email:** [deshpande.aniket5@gmail.com](mailto:deshpande.aniket5@gmail.com)

**Address:** D905, Sukhwani Pacific Society, Opp. Aditya Birla Hospital,  
Thergaon, Pincode-411033

---

## **PROFILE**

- Possess a strong background in Payroll that includes professional consulting skills, project management and numerous full cycle implementations of HR/Payroll software products
- Possess advanced knowledge of deploying and supporting Microsoft Windows platforms, SQL, IIS server and associated networked systems
- Strong organization skills, detail orientation and has the ability to handle multiple tasks and meet deadlines

---

## **Organizational Experience**

### **Relyon Softtech Ltd. Pune**

#### **Sr.Implementation Engineer (Dec 2014- Aug 2017)**

- Process Payroll for various arrangements as per their salary structures
- Requirement gathering and analysis for internal and outside customers
- Understanding the customer requirement and providing end to end solution to clients
- Handling inbound call from client for product related functional and technical query
- Handling Live chat, email of the client query for Product
- Software product support and maintaining document on reported concerns
- Troubleshooting the technical problems in the software and database
- Preparing documents and maintaining which will be help full to internal and external client.
- Designing of various reports in product using basic SQL queries as per client needs
- Identifying user level bug in Software product and reporting to the product testing team
- Lead generation through tele-calling, references, referral partner network and social media network
- Further the company brand to key buyers, ensuring their knowledge is current and appropriate
- Getting new business from both in facial expression to face meetings and over the telephone.
- Retain dead clients by offering the proper answer to them and generate revenu from them
- Implementation of Matrix Biometric System at our client place.
- Implementation Of cloud based Employee self service portal at our client place either by Local Hosting or Web Hosting.
- Integration of cloud based ESS portal and Biometric system with our payroll software.
- Total 70 Implementations done successfully.

## Greytip Software Pvt. Ltd.

### Sr.Implementation Engineer (Nov 2017- Present)

- Process Payroll for various arrangements as per their salary structures
- Understanding customer requirements and configure the GreythR application (HRMS-desktop/SaaS solutions) to fulfil the customer's business need
- Diagnosing, troubleshooting and identifying solutions to resolve customer issues -onshore/offshore and ensure proper recording and closure of all issues.
- Provide end user training including creating training material and training systems
- Consults with engineering personnel/management to provide recommendations for the improvement of existing products and processes
- Reviewing and analysing existing application effectiveness and efficiency and recommending improvements
- Escalated technical issues immediately following departmental guidelines and followed-up regularly with customers and internal resources to expedite issue resolution
- Worked with clients to identify key business requirements priorities and product timelines
- Effective use of JEERA tool to post market requirements to development team

## EDUCATIONAL DETAILS

Examination	Specialization	Board/University	Year	Marks
B.E.	E &Tc	University Of Pune	2014	62.4%
HSC	-	Maharashtra State Board	2009	70.50%
SSC	-	Maharashtra State Board	2007	86.76%

## OTHER SKILLS

- Strong organizational and interpersonal skills with good follow-up skills and attention to detail
- Ability to address and resolve all issues utilizing the available resources in a timely and proficient manner
- Excellent interpersonal skills with the ability to quickly develop effective working relationships with internal and external project teams
- MS SQL Server/SQL Plus/SQL Developer
- PL/SQL Queries
- Appearing for Oracle DBA certification
- Have knowledge of Stored Procedures, Functions, Triggers, Views, Cursors

## PERSONAL DETAILS

Father's Name:	Ravindra Ashok Deshpande	Marital Status:	Married
Birthday:	January 21, 1992	Nationality:	Indian
Gender:	Male		