**Aniket Ravindra Deshpande**

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Sr. Implementation Engineer at Greytip Software Pvt. Ltd.



**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