**Kalyani Pupal**

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Mobile: +91-8106588784

##### **Objective:**

**A strategist with over 3.5 years cross Application Support Engineer. & experience in Associate Operations and Compliance.**

**2 years experience as a System Engineer**

**PROFESSIONAL CREDENTIALS:**

**I Process India Pvt. Ltd (** The client of ICICI Bank Ltd **).**

**Designation: Associate**

**From Jan 2014 to Mar 2015**

**Profile**:

* Providing customer service to the delinquent Customers by providing the services as explanation of IT statement , SOA, Foreclosure statement, repayment schedule & CIBIL issues of consumer loans, home loans and credit cards.
* Doing the cross sell business of CASA and Credit builder.
* Raising the requests and resolving the same in FCRM without any discrepancy and escalation.
* Verifying and taking care of KYC norms and maintaining of TAT from login to closing.
* Preparation of pre sanction and post sanction documentation with out any discrepancy.
* Verifying the Payment details collected by the Branches or third party Agents & Updating the same into Bank Application.
* Initiating calls to the customers to clarify if any discrepancy found in the payment details as per the bank records.
* Preparing Management Information System (***MIS***) & reports and communicating the same to senior management.
* Ensuring that the daily/weekly/monthly team & Individual targets are met as per the process SLA..

**QUANTUM LEAP CONSULTING PVT. LTD. ( TCS Tata Consultancy Services)**

**Designation: System Engineer**

**From Dec 2015 to 8th Feb 2018**

**Project # 1**

**Project Title** : Quantum Application

**Client**  : Hindustan Unilever

**Tools :** Go To Assist (GTA), SPSD, SQL Monitor

**Database** : Android application

**Responsibilities:**

* To Solving the Customer problems through go to assist remote management utility / Phone
* Maintaining client to server connectivity
* Understand the technical document
* Tracking and Reporting the Bugs/Defects to L2 team.
* Hands-on experience on remote management utilities and remote management portal management planning, assigning users and reporting
* Connectivity wired & wireless changing the network basics
* Daily and archival backups.
* Securing the system from virus by installing various types of anti-virus.
* Regular database activated like maintaining regular database and files backups.
* Users creations and clients management as per the requirements
* Installation of Tomcat Server and JRE as per Requirement
* Troubleshooting different software and hardware related issues.
* Internet Issues and Microsoft Outlook Issues.
* Single point of contact for all technical issues.
* Maintaining the service level agreement to the best and even achieved 100% SLA few times.

**Project # 2**

**Title :** RS-Unify

**Role** : Application Support Engineer.

**Client :** HUL (Hindustan Unilever Limited).

**Tools :** Go To Assist (GTA), SPSD,Team Viewer, SQL Monitor

**Langages** : C,C++ java,Python

**Database** : Sql Server 2008 and 2012

**Project Description:**

Unify is a Billing and inventory package developed by IBM for HUL for RS’s national wide in India.

**Solution Environment** Windows XP, Windows server 2003,MS-SQL SERVER 2012 DBA

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**Tools**SQL SERVER MANAGEMENT STUDIO

##### **Responsibilities:**

1. Planning, Analyzing,Troubleshooting of Unify Billing Application and MS SQL Server 2008/2012 data base handling.
2. Installation and Configuration of Operating systems(Windows and Linux) and MS SQL Server 2008/2012
3. Taking customers remotely and solving the Application issues through GOTO Assist remote management utility.
4. SQL query firing as per the requirement.
5. Taking Data Base back-up and restoring
   1. Installation of Tomcat Server and JRE as per Requirement
6. installations printers & derivers setting , configuration, printing issues
7. Coordinating with Branch Anchors for necessary Troubleshooting to resolve the problem
8. Troubleshooting Billing Application issue and Data base related issues
9. **Maintaining the incident dairy in the Incident Management System(CA- SPSD).**

##### **Educational Credentials:**

**Post Graduation: MCA** from Sai Sudhir PG College, OU ( 2010 to 2013 )

**Graduation:** B.Sc.,(Computer Science) from St Ann’s Degree College for Women (2007 to 2010).

**Intermediate :**M.P.C completed in 2007 from St Ann’s Junior College for Women.(2006 to 2007).

**SSC:** Completed in 2005 from Froble's Garden High School.

**Technical Credentials:**

**Primary Skills:**

MS Office Applications : Access, Excel, PowerPoint & Word

Operating systems : Windows 2000/XP (Win. Vista),7,2003 server, 2008 server.

Databases : SQL Server-20012, Java, Oracle,Web Designing

RDBMS : SQL DBA on MS SQL Server 2000/2005 and 2012,MSAccess

**Secondary Skills :** Online GotoAssist. CRM SPSD,Teamviewer

**Hardware** : Knowledge at all Device levels.

Type writing : Higher

##### **Strengths:**

* Proactive and practical approach,
* Self – motivated and hard working with client and people management skills.
* Exceptional analytical and problem-solving abilities with Strong communication and negotiation skills.
* **"Eagle eyed"** Operations professional with demonstrated Leadership skills.
* **Meticulously** established Operations acclimatized to new & stress environments.
* Tactful, friendly **TEAM PLAYER** with pleasant personality and excellent people skills.

##### **Personal Credentials :**

Date of birth : 04-04-1990

Father's Name : P Suresh

Communication Address : 24-150, shivapuri colony RK Nagar,Malkajgiri,hyd -500047

Languages Known : English, Hindi and Telugu, Marathi

Marital Status : Married

Hobbies : Listing to Music

**(Kalyani pupal)**