**Sampada Subhashchandra Govekar**

Mumbai, india , 7900095392, sampadagovekar97@gmail.com

PROFILE I have Worked into Vendor management for past 4 yrs. for a software company ,role was communicating and managing vendor team for Banks ,ensuring smooth working of projects and increasing daily up time of ATM's . Was awarded in Jan 2023 for increasing the up time and streamlining the work along with reduction of daily re-occurring issues from bank end , in turn increasing the transactions of SBI ATM's.

# EMPLOYMENT HISTORY

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| Mar 2014 — Jun 2014 | Accounting assistant , CA NAVIN DEDHIA AND COMPANY  · Accounts Handling - Personal & HUF Accounts  · Filing income Tax returns, preparing property agreements  · Client management | Mumbai |
| Oct 2017 — Mar 2018 | SALES OFFICER - Outbound sales Process, YES BANK | Mumbai |

· Identifying and interacting with customers for selling Savings A/c & Current A/c / POS / car Loans over a call

· Interaction with the customers for various service-related campaigns and follow ups on sales leads

· Maintaining customer relationship by timely resolution of queries/issues.

Apr 2018 — Feb 2023 ATM Monitoring , FINANCIAL SOFTWARE AND SYSTEMS Mumbai PVT LTD

1. 2018 (April – Sept) - MSC Dept (Bank of Baroda Project – Pune zone) Role&Responsibility:

· Prioritising calls & arranging concerned CRA’s to visit faulty ATM sites

· Interaction with Bank authorities in case of any query/issues or follow up through call or mail for timely resolution of queries

· Call logs made with ATM engineer in case any major issue identified at ATM site through concerned helplines · Maintaining excel files for preserving data for further references.

· Generating error tickets in ADM software for further processing · Maintaining professionally good relationship with Banks.

1. Oct 2018 To Nov 2021 - MSC Dept - International Project - Monitoring Dubai and Bahrain ATMs through AFS Switch

Role&Responsibility:

· Monitoring Dubai and Bharain Banks nodes and transactions

· Interaction with customers on calls/Mails in case any activity observed on Nodes (Inst. disconnected nodes or declining of transactions)

· Timely resolution of issues / queries from banks

· Sending sing-in / sign- off commands to ATMs through putty as an when informed by banks during maintenance activity carried on from bank end.

· Initiating loads on ATMs as an when mail received from AFS. · Extracting data from Putty and preparing error reports of ATM’s · Sending error reports to banks on hourly basis via mail.

· Maintaining daily data on excel files for further references.

C ) Nov 2022 Till Present – Finance department – Accounts payable Role&Responsibility:

· Handling Sap software

· Vendor management

· Handling Billing and preparing excel reports

· Organizing invoices on monthly basis

· Working on T-Codes - MIR7 , MIGO , ZMM\_MS\_D, ME23N, ME21N

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| EDUCATION | B.COM (MUMBAI UNIVERSITY FULL TIME Mumbai  COURSE) Batch Of 2012 , Satish Pradhan Dnyanasadhna College  Graduated with majoring in accounts and Finance  M.COM IN BUSINESS MANAGEMENT Mumbai  (JOSHI BEDEKAR COLLEGE FULL TIME  COURSE) 2016 Batch, N.G Bedekar College of Commerce  Business Management | | |  |
| SKILLS | Time Management  Customer Service  Creativity  Microsoft Excel  Ability to Multitask | Skillful  Skillful  Skillful  Skillful  Skillful | Microsoft Office  Leadership Skills  Adaptability  Ability to Work in a Team  Communication Skills | Skillful  Skillful  Skillful  Skillful  Skillful |
| HOBBIES | Writing , Reading (non-Frictional), Music , attending creative & healing workshops | | |  |

COURSES Microsoft Tally ERP training

Ongoing GST Advance course

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| LANGUAGES | English  Hindi | Very good command  Very good command | marathi | Very good command |