

## **Akash Patel**

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Gujarat (India)

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## **Career Objective**

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To be associated with a firm that provides better career development opportunity, and to contribute in its progress and well being through my knowledge and skills.

## **Educational Qualification**

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Qualification	University / Board	Special Subject	Month-Year	%
M.B.A.	V.N.S.G.U.	Marketing	April, 2012	68.32
B. Com.	The M.S. University	Accounts & audit	March, 2010	67.33
H.S.C.	G.S.H.S.E.B.	Commerce	March, 2007	71.86
S.S.C.	G.S.H.S.E.B.	General	March, 2005	61.71

## **Work Experience**

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- **3 years 6 months** work experience with **Tata Consultancy Services** as a **Senior Workflow Analyst**, under the process of EB Telecom.  
*(From 3<sup>rd</sup> October, 2013 till date)*
  - Key roles performed:
    - Update the stats of the daily, weekly, monthly adhoc data files received from end-clients and escalate it to On-shore team if any discrepancies found.
    - Load the files to server via. FTP and Unix Putty as per SOP.
    - Maintain and achieve the desired quality as per the SLAs.
    - Load the data in the client's tool to be worked on further.
    - Edit these data to maintain the quality of the data using the client's tool.
    - Achieve TAT as per SLA for all tasks from receiving the data file to loading same on tool server and finally editing the data to ensure on-time delivery with best quality.
    - Communicate with onshore team for any query or unusual error found in processing, loading or quality of the data.
    - Maintain the track record of files received from different suppliers on day to day basis.
    - Investigate job failure and intimate the onshore team and suppliers for same.
    - Perform a Quality check of data processed by team.
    - Guide and help team members in process and help them improve the Quality of work done by them.

- **1 year 5 months** work experience with **ICICI Bank Ltd.** as a **Senior Development Officer** under Rural and Inclusive Banking Group (RIBG) (Rural Banking).

**(From 2<sup>nd</sup> April, 2012 to 7<sup>th</sup> September, 2013)**

- Major roles performed:
  - Sourcing leads regarding KCC and ATL.
  - Handling pre-sanction and post-sanction documentation.
  - Asset verification at both the stages pre-sanction and post-disbursement.
  - Post-disbursement customer servicing.
  - Charge creation and charge removal on agriculture land.
  - Working in a ‘cash entrapment’ model through intermediaries.
  - Line-up various intermediaries for sourcing the files from cash-entrapment
  - Handling PDD and PDAV along with Insurance after disbursement.
  - Recovery of the sourced loans on regular basis.

## **Reference Details**

Name	Contact	Designation	Relationship	Organisation
Raunak Chaurasiya	9016282300	Workflow Specialist	Colleague	T.C.S.
Hitesh Savaliya	8238035369	Senior Development Officer	Ex Colleague	ICICI Bank

## **Academic Projects**

- Summer training project on the topic of ‘Investment Behavior of Investor’ at Sharekhan ltd. Bhavnagar. Research methodology of this project report was based on the study regarding how an investor reacts to the market ups and downs. The data was collected by questionnaire and the sampling method used was convenient sampling.
- Winter project on the topic of ‘Measurement of Service Quality of services provided by Aviation companies in India’. Under this project all major aviation companies were covered. The data collection was through questionnaire and personal interviewing with the sample. Here the service quality was measured taking the SERVQUAL model into consideration.

## **Extra Curricular Activities**

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- Attended a national seminar sponsored by U.G.C. on the topic of '**Health and Safety Management**' organized by Department of Business and Industrial Management, Veer Narmad South Gujarat University, Surat.
- Attended an international seminar on '**Buddhist Heritage in Gujarat**' organized by Department of Archeology, Maharaja Sayajirao University of Baroda and Government of Gujarat in January 2010 at Vadodara.
- Attended a seminar on '**Global Convergence of Financial Reporting**' organized by Board of Studies, ICAI, New Delhi and Department of Accounting and Financial Management, Faculty of Commerce, Maharaja Sayajirao University of Baroda in November 2008.

## **Computer Skills**

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- M.S. Office
- I.B.M. S.P.S.S. Program (Statistical Packagefor the Social Sciences)
- Also worked on FTPs and Unix Putty (basic working knowledge)

## **Known Languages**

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- English
- Hindi
- Gujarati

## **Personal Profile**

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- Name : - Akash Mansukhlal Patel
- Date of birth : - 22<sup>nd</sup> May, 1990
- Marital status : - Single
- Nationality : - Indian

## **Declaration**

I hereby declare that the above mentioned information is true and genuine to the best of my knowledge and I will be responsible for any discrepancy.



Date:

Akash Patel