**CURRICULAM VITAE**

**Manoj Pundlik Patil**

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#### SOFTWARE & SKILLS PROFILE

1. A Professional with good programming skills and logical understanding possesses

“**Masters in Computer Application**”

1. Skilled in programming languages and using them for software developing.

## Training & Certifications

* C, C++,DS
* Java
* Microsoft Windows, Microsoft Office
* HADOOP, Hive, Pig, Hadoop Ecosystems.
* SQL, html

## EDUCATIONAL QUALIFICATION

**MASTER DEGREE : MCA (Management) GRADUATION : BSC (Computer Science)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Degree.** | **College.** | **University/Board.** | **Percentage** | **Year Of**  **Passing** |
| MCA | MIT  Pune | Savitribai Phule Pune University | 60.40% | 2015 |
| B.C.S | G.D.S.S College | Savitribai Phule Pune University | 50.03% | 2011 |
| H.S.C. | K.S.K.W Collge. | Nasik Board | 48.67% | 2007 |
| S.S.C. | L.V.H Vidyalaya. | Nasik Board | 57.60% | 2005 |

## EXPERIENCE

1. Currently working as a **Team Leader- Operations** in **Suntele Global Date Processing Pvt. Ltd.** , **Nashik ,** From – 13-July-2020

**JOB RESPONSIBILITIES: Handling team of 30+ team members.**

1. Client communication over mail and call in regards to streamline project quality.
2. Client feedbacks analysis, discussion with the team and response to the client with correct action
3. Work allocation, preparation of tracking, compilation of available data and resources.
4. Shuffling the resources on need basis with the discussion of immediate reporting head.
5. Report preparation – Productivity, Incentive, Billing, Centralized Feedbacks/Instructions and TAT Report.
6. Following the quality matrix, referring checklist, performing audit of the work done.
7. Taking confirmation from client on SLA.
8. Escalation of no response from client on queries of confirmation to the upper management.
9. Placing a requisition to the HR well in advance and making sure to full fill the requirements in desired time, IT/Infrastructure requirements.
10. Team building and Rapport Building with internal team and client.
11. Maintaining/Monitoring attendance of employees, applying penalties on unplanned/uninformed leaves.
12. Conducting meeting with team on daily basis for discussing quality or less productivity issues.
13. Keeping both the shift on the same page in term of discrepancy in both shifts about understanding the instructions.
14. Proper handshaking with overlapping shift’s concern person.
15. .  Meetings with all the departments including MGMT to discuss feedbacks/concerns/new project planning/changes on a weekly/monthly basis.
16. Maintaining and keeping important information confidential.
17. I have 7 months of experience as a **Team Leader** in **Ascendtech Solutions** Nashik’**,** From – Oct 2019 to Apr-2020

* Leading a team of 13 members for US process
* Conducting research, surveys and interviews to gain understanding of the business.
* Detecting issues and investigating ways to resolve them.
* Collect all data for preparing report on daily basis.
* Data analysis for implementing strategies.
* Compiling and presenting information orally, visually and in writing
* Making recommendations for improvement, using computer models to test them and presenting findings to client.
* Developing and implementing new procedures or training.

3). I have **1 year** experience as Consultant at **Kelly India services ltd. Nasik** (22-oct-18 to 31-oct-19).

Client – Uber India Systems Pvt. Ltd.

**JOB RESPONSIBILITIES:**

* Leading a team of 6 members.
* Conducting research, surveys and interviews to gain understanding of the business.
* Detecting issues and investigating ways to resolve them.
* Collect all data for preparing report on daily basis.
* Data analysis for implementing strategies.
* Basic knowledge of Power BI, Planner.
* Compiling and presenting information orally, visually and in writing
* Making recommendations for improvement, using computer models to test them and presenting findings to client.
* Developing and implementing new procedures or training.
* Handling new on boarding process and give training to them.
* Giving support to partners over call and in person.

1. I have **1 year** experience as executive at **Sarda group of industries Nasik** (June-2017 to June-2018).

**JOB RESPONSIBILITIES:**

* Planning and delivering **CRM** (**Customer Relationship Manager**) strategies across the company encouraging customer retention and customer loyalty. **Working** closely with all departments to ensure the **CRM works** effectively for all aspects of the company. Overseeing direct communications with customers through the **CRM**.

 Understand customer needs and develop plans to address them

 Identify key staff in client companies to cultivate profitable relationships

 Resolve customer complaints quickly and effectively

 Aim to preserve customers and renew contracts

 Approach potential customers to establish relationships

* Handling Inbound and outbound Calls
* Maintenance of Database and daily reporting
* Reporting on daily basis for analysis.

1. I Have **9 months** of experience as a Security Operational Analyst in **Allied Digital Services Limited**. Pune (From 22 June 2015 to 25 March 2016)

Project Name: - CCTV Project of Pune city.

Team Size: - 32

**JOB RESPONSIBILITIES**:

* **Data Server** – Configure Data Backup schedule, checking Backup status , Restore Backup
* **CCTV-** Checking Camera Status, Monitor CCTV
* **Photo –** Photos of Auditors & Visitors, photos of damaged RM & PM, Factory Photos, Equipment photos, Photos & Video shooting for presentation.
* Analysis of Camera and Workflow according to daily reports.

## ACCADMIC PROJECTS

**Major Project**: **Title: Online Store Management System**

**Language:** JAVA

* Online store management system is a system to access stock and branch details this system assist the store manager to manage stock across all branches.
* Advantage of Using Database, provides a good insight on how databases work as well as use of database.
* This system is useful for Malls, Stores and organizations.
* The main purpose of this system is distribute the product in other branch.

## STRENGTH

* Adaptable to environment and focused.
* A fast learner, and enthusiast to learn new thing.
* Team player and also a good leader.

## EXTRA CURRICULAR ACTIVITIES

* Lead the junior college Volleyball team up to district level.
* Won prizes for Paper Presentations
* IT quizzes on multiple occasions.
* Playing Outdoor Games.

## PERSONAL DETAILS

Name : Manoj Pundlik Patil.

DOB : 25-07-1990

Sex : Male

Nationality : Indian

Languages Known : English, Marathi, and Hindi.

Hobbies : Collection of 5 Rs coins.

## DECLARATION

I hereby declare that the above given information are true and to the best of my knowledge

DATE: PLACE: NASHIK NA

SIGNATURE