

SHUBHAM RAUT

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Objective:

To pursue my career in an organisation with performance-oriented environment for achievement of personal advancement. Being ambitious & hardworking, I am looking forward to challenging my potential and be worthy of management trust & confidence.

Work Experience:

Present Company: - CMS Info System . Ltd. From -10 Jan 2022 to till date

Designation: Team Leader (Handling **ICICI CRM & ATM**)

Responsibilities & Functions:

- Managing CRM & ATM incident.
- Coordinating with various teams like switch, network and SLM team to ensure the ATM & CRM works in perfect condition. Preparing/Sharing daily report with Bank's regarding CRM machines pending calls.
- Monitoring EJ for (ICICI Transit)
- ICICI project uptime increased from 92 to 95%
- Escalating through email wherever required to resolve the incident.
- Identifying the root cause & suggesting remedial mechanism to plug the gaps.
- Experience in handling escalation regarding Bank ATM Operations & Performance.
- Proactive with an analytical mind, positive attitude and motivating capability.
- Ability to work under pressure and adverse situations.
- Coordinating with Branch Person regarding CRM machine to identify exact issue and taking appropriate action for resolution.
- Handling and Negotiating with Bank regarding Spare approval that got damage by them while handling CRM Machine on day to day activity.

Past Company: - Writer Business Services Pvt. Ltd. From -15 Nov 2021.

Designation: Senior Executive (Handling **PSB & ICICI**)

Responsibilities & Functions:

- Managing SLM (Second level management) incident.
- Providing Technical Support to Engineer on site regarding CRM Machine down, Out of Service and Network related issues by coordinating Router Team, Firewall Team and Switch Team.
- Preparing/Sharing daily report with Bank's regarding CRM machines pending calls.
- Coordinating with Engineer and providing support for TLS Manual activity.
- Coordinating with Branch Person regarding CRM machine to identify exact issue and taking appropriate action for resolution.
- Handling and Negotiating with Bank regarding Spare approval that got damage by them while handling CRM Machine on day to day activity.

Past Company:

Company's Name: Electronic Payments And Services (EPS) From 17th Dec'18.

Designation: Helpdesk Coordinator (Handling **UBI, COB, CANARA , SBI**).

Responsibilities & Functions:

- Handling inbound call from banks end regarding non-functioning of ATMs and for cash balance status.
- Bank queries to be logged in the system and provided them with complaint no. which needs to again dispatch to the concerned CRA (Cash replenishment Agency).
- Taking flow up with the CRA for the feedback of the call dispatched and also coordinating the same with concern (FLM) Vendor.
- Regularly interacting with the banks on mails for resolved and unresolved issue.
- Accept requests for assistance or problem reports from users,
- Obtain necessary information from users to adequately describe the request or problem report,
- Enter information into the problem tracking system (IMS).
- Complete information on problem reports that were solved personally and close report in problem tracking system (IMS).
- Experience of handling calls of EMV project for CANARA/BOB/DENA/BOI / SBI.

Past Company:

Company's Name: Veritas Infratech Pvt Ltd

Duration: From 26th Apr' 17 To 12th Dec' 18.

Job profile: Incident Management System (**Team Leader**)

Responsibilities Handled:

- Communicating with clients regarding grievances from the company and also giving new information on new products or services.
- Monitoring ATM security and service calls.
- Maintain Report on Daily basis which include “24 Hrs Down Calls”, “Calls Close Within TAT”
- FLM Escalated calls and SLM calls Follow up
- Co-ordinating with Bank Channel Manager & Branch Manager & Engineer regarding long pending SLM Issue
- Handle Daily escalation from Client Level
- Master Database preparation for Pan India of local team & clients

Education: -

S.S.C Board	Kokan Board	60.20%	2010 - 11
H.S.C Board	Kokan Board	60.20%	2013 - 14
B.Com	Mumbai University	G - A	2018 - 19

Personal Details: -

Date of Birth	:	04-Oct-1997
Gender	:	Male
Languages	:	English, Hindi, Marathi
Skill sets	:	Good communication skills and quick learner
Computer Proficiency	:	Course on computer Concept
Address	:	4/8 Prabhunath Dubye Chawal , Shyamnagar Jogeshwari (East) Mumbai – 400060.