**SHUBHAM RAUT Mobile: - 9766943597.**

**E-mail id:** [**shubham04raut4442@gmail.com**](mailto:shubham04raut4442@gmail.com)

**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 20225 to till date

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

**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 Tickets
* HDFC 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 & KVB** )

**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: -**

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| --- | --- | --- | --- |
| 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: -**

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