

CARRICULLUM VITAE

Sandeep Shamrao Rawate

Arun Kumar chawl no - 2 / 34,
Kajupada pipe line,
Opp. Lane of Kurla Nagarik Bank Ltd.,
Kurla (West),
Mumbai – 400072
Tel. no – 9920687673

OBJECTIVE: -

To grow along with the growth of the organization with the help of diligence, team effort and sincerity

Personal Profile: -

Gender : Male
Marital Status : Married
Date of Birth : 10th May, 1979
Languages Know : English, Marathi & Hindi
Educational Qualification : T.Y.B.Com 2006 (Sarva Sikshan Parishad University Maharashtra)

Professional Experience: -

Presently Working with “Ingenico Group.” (Formally known as “TechProcess Payment Services Pvt. Ltd.”). As a “Team Supervisor” - Service Delivery” from April 2013 to till date.

TechProcess Payment Services Ltd. (Ingenico Group). is a market leader in Electronic Payment Solutions, Back Office Processing, Telecalling-Feet on Street Solutions and Software Solutions. TechProcess Payment Services Ltd. has a clientele of more than 100+ clients that include Banks, Mutual Fund Companies, Insurance Companies, Telecom, Loan Company and Utility Service Providers.

Nature of work: My role involves Supervision of National Automated Clearing House (NACH), Electronic Clearing System (ECS) & Direct Debit (DD) pertaining for Clients.

- ❖ Managing Client relationship for top key clients and leading Back-Office operations for Mandate registration processing NACH / DD / ECS.
- ❖ Ensuring mandate registration on time. Providing registration status exceptionally for DD banks through bank coordinator.
- ❖ Understanding new business requirement, study and analyze process flow, determining commercials, preparing process notes for customer approval.

- ❖ Extensive interaction with clients such as Banks, Insurance Companies, Loan Companies and Mutual Fund Companies for process reviews, escalation and exception handling.
- ❖ Assisting sales team by participating in meetings/con-calls/walk through's held with prospective clients.
- ❖ Working in conjunction with Technology team on system development for new projects and system enhancement for existing processes.
- ❖ Preparing power point presentations and MIS reports for facilitating client meets and reviews held by the senior management.
- ❖ Reviewing invoices and ensuring for the collections on pending invoices.
- ❖ Ensuring zero exits of clients due to services issues.
- ❖ Reviewing of agreements, business proposals and process notes.

Professional Experience: -

Worked with INDIAIDEAS.COM LTD (Formally known as "Billdesk") as a Operation Executive At Andheri (West). From 01/04/2007 to 10/04/2013. IndiaideasIdeas is a technology product and Services Company focused on creating internet based products, targeted at banks and other financial product providers that will help existing brick-and motor players leverage their strengths and reach out to a large customer base. Indiaideas.com under the brand name Bill desk is a service bureau offering Biller, Banks and customers a comprehensive bill presentment, payments and management services.

Professional Experience: -

Nature of work: My role involves Supervision of Payment Gateway Team pertaining to

- ❖ Daily activities of payment processing through Credit Cards and Debit cards
- ❖ Ensuring the payments is posted at merchant end within cycle time.
- ❖ Queries resolutions with the Billers and Banks for smooth processing of payments.

Responsibilities:

- ❖ Co-ordinations of Payment queries with the Sponsor Bank and Branches for Payment Gateway transactions for smooth processing and implementation of the new procedures.
- ❖ Ensuring the payments are done within cycle time and the same are also validated at billers end regularly.
- ❖ Coordinating with branches for the payment updation status & resolving the query within the define TAT.
- ❖ Maintaining MIS for payment settlement done on weekly & monthly basis.
- ❖ Reversal of Payment transactions with co-ordination of technical team.
- ❖ Refund process for Overdue Payments.
- ❖ MIS preparation for partner banks as per the Clients requirement.
- ❖ Discussions with the superiors for the query/escalations & ensure towards the closure.
- ❖ Monitoring the dispute & chargeback's for fraud transaction done on the credit card payments.
- ❖ Team of 4 reporting for daily activities of night shift.
- ❖ Citibank Credit Reconciliation. Resolving reject transaction & updating credit from Citibank
- ❖ CHARGEBACK (RISK) MANAGEMENT- (ICICI-EPG BANK) Maintaining copy request on a daily basis.

- ❖ Forwarding the copy request mail to various billers to contest Chargeback. Updating the receivable of documents from Biller & Forwarding to acquiring Bank (ICICI-EPG Bank) to contest Chargeback.

Professional Experience: -

Worked with IDBI BANK LTD” (Through Sys Soft Infotech (P) Ltd) working with wealth Management {Operations} (Goi Bonds Dept) as a Back Office Executive At (CPU) Central Processing Unit of IDBI Bank M.I.D.C. Andheri (East). From 06/12/2001 to 31/03/2007.

Nature of work:

- ❖ Handling processing of various relief bonds schemes which includes application entry, bond certificate issuance, intimation letter, dispatching pos, interest warrants, brokers pay order & redemption pay order.
- ❖ Daily reporting of amt collected from all the branches towards the diff schemes to link cell Nagpur.
- ❖ Handling complaints and queries for redemption payment & all the schemes.
- ❖ Maintaining the records for the documents handed over to diff courier agencies for onward.
- ❖ Maintaining the records for the vendor’s bills preparations up to payment & taking stock of stationery.
- ❖ Monthly reconciliation of RBI a/c for matured schemes.
- ❖ Daily reporting of amt matured from all the branches towards the current 8.5% scheme (Asci file) to link cell Nagpur.
- ❖ Preparing appendix – IV for the branches & RBI Mumbai for matured bla’s payment.

Professional Experience: -Worked with “HDFC Bank LTD’ (Through Sys Sot InfoTech (P) Ltd) (CPU) central processing unit in Financial Institution Group Operations (Deposit Division) as a Supervisor for data entry of RBI Relief Bonds Application Forms From 10/10/2001 to 05/ 12/2001.

Nature of work:

- ❖ Supervising all branches deposits application date & month wise data entry control.
- ❖ All branches edit checking up to updation control.

Professional Experience: -

Worked with “DEUSTSCHE BANK” (Through Data craft) as a Office Asst. In India processing center (IPC) for customer’s Deposits Deutsche Bank incorporated in the federal republic of Germany with limited liability from 01/04/2001 to 06/10/2001.

Nature of work:

- ❖ Handling different type’s advices for client’s confirmation, extension & settlement advices.
- ❖ Sending intimation letters to clients for maturity reminders, rates of interest, net maturity.

- ❖ Sending information letter to client about tax deduction on deposits, tax deduction certificate & duplicate tax deduction certificate by client request.
- ❖ Maintaining all branches advice, tds certificates & maturity reminders dispatching control.
- ❖ Working on konder plus software for new account opening for all branches for deposits.

Professional Experience: -

Worked “MCS SOFTWARE SOLUTIONS LTD” (Known as Mafatlal consultancy Services (I) Ltd (Through Data craft) as a office Asst. in (IPS Division) Investor processing Services From 02/05/2000 to 28/ 03/ 2001.

Nature of work:

- ❖ Handling proceeding of various LIC schemes which includes changing in address, bank details, non-receipt of certificate, dividend, interest, revalidation of warrants, scrutiny, signature verification, master’s updating of name corrections, name deletion on death and addition of nominee.
- ❖ Handling complaints and queries for Lic schemes.
- ❖ Maintaining stock and control of pr-printed stationery certificate, dividend warrants & interest warrants.

Professional Experience: -

Worked with “DATAMATICS FINANCIAL SERVICES LTD” (Through Data Craft) in UTI & SBI Mutual Funds Dept as a Supervisor From 03/09/1998 to 30/04/2000.

Nature of work:

- ❖ Accumulation of data like collection figures for the UTI & SBI various schemes.
- ❖ Handling processing of various schemes which includes collection of application, controlling, preparation of batches, scrutiny checking, other activities which included all the stage from edit checking up to dispatching.
- ❖ Maintenances of al prepare register batch wise for all schemes.
- ❖ Reporting all schemes activities to concerned officer.
- ❖ Maintaining staff attendance & salary payment.

Professional Experience: -

Worked “N J PALCEMENT SERVICES” as office Asst cum Out Door Clerk From 15/11/1996 to 15/04/1998.

Nature of work:

- ❖ Visiting companies, collection of cheque, cash & other important documents.
- ❖ Preparation of bills of clients and doing banking work.

Profile: -

The above given information is true to the best my knowledge

Yours Truly

(Sandeep Shamrao Rawate)