ABHINEET KUMAR

Mobile: +919113962569
E-Mail: abhinitjsr1@gmail.com

CAREER OBJECTIVE:

Seeking a challenging position in a clustered environment with a mix of Implementation & Operational activity for Public Cloud Services where I can utilize my knowledge and skills to meet the business requirements and attain the highest standards of excellence.

EDUCATIONAL QUALIFICATION:

PGDB, Banking and Finance,2017, **Manipal Academy of Banking**, (CGPA-7.47).
B.Tech, Mechanical 2013, **National Institute of Technology, Jamshedpur**, India (CGPA6.86).

EXPERIENCE: (5 years 1 Months)

Phonepe Pvt Ltd – July 2019 – till date as "**Software Analyst - III - Cloud Operations**"
Direct-I (Zeta) – Mar 2018 – July 2019 as "**Associate – Banking Operations Specialist**"
ICICI Bank Ltd – Jan 2017 – Mar 2018 as "**Deputy Manager – Retail Banking**"
Steel Strips Wheels Ltd – July 2013 – Aug 2014 as "**Graduate Engineer Trainee**"

TECHNICAL EXPERIENCE:

Public Cloud Solution Architect –

- Requirement Analysis for creating Azure services with different stakeholders.
- Creating Bill of Material using Azure Pricing Calculator.
- Configuring and Deploying Azure infrastructure for different projects.
- Active Directory Integration and Management.
- Migrating applications and databases to Azure Cloud.
- Configuring and managing Azure Monitor/Azure Log Analytics for end to end performance management.
- Azure Sentinel for security Information and Event Management.

Banking Operations –

- Collaborate with Internal and External business/technical teams to spearhead Payment Gateway Integrations and Go-Live.
- Analysing transaction data for improving the processes, data requirements, and Success Rates.
- Handling end to end Reconciliation, Settlement & Refund related to merchants.
- Actively involved in the automation of all operational activities related to payments.
- Coordinating with Customer Support and other stakeholders for handling L2/L3 escalations to provide prompt resolution to the customers.
- Process development documentation and training.

- Responsible for setting up support and operational processes of KYC, Fraud and Chargeback disputes.
- Strong working knowledge of banking standards, laws, and procedures.
- Formulating business plans for maximizing profitability & revenue generation.
- Expertise in Branch operations and Core Banking Solutions like cash transactions, clearing and payment settlement like RTGS & NEFT, Card Operations, Depository operations, Asset operations, Foreign Exchange and Trade services, Travel Card, Remittances, Finacle 10x, MS Excel, CRM & Salesforce.

Operating System - Windows, Unix/Linux, Mac

Programming Language/Tools - CLI commands, Json, Basic Python, Salesforce, Confluence, Qlik-View, Zendesk, SQL, Finacle10x, Advance Excel, Jira, Freshdesk, RGCS, Grafana, Kibana, CRM, Splunk etc.

CERTIFICATIONS:

- AZ-900 - **Microsoft Azure Fundamentals**.
- Aviatrix Certified Engineer - **Multi-Cloud Networking Associate**.
- AUTOCAD – **Designing Tool**.

AWARD AND RECOGNITION:

- Received Gift Voucher from Cloud Service Management Capability for my dedication, hard work, achieving bigger targets and impressive innovations across capability – Phonepe.
- I have been recognized for dedication and commitment towards practicing KCS - Zeta.
- Certificate of appreciation award for "Business Loan Group Cracker" - ICICI Bank.
- Certificate of appreciation from Zonal Head for outstanding performance"- ICICI Bank.

SKILLS AND QUALITIES:

- Approach challenges with positive attitude and adaptive to new technologies.
- Team skills and leadership qualities.
- Punctuality and hardworking.

PERSONAL DETAILS:

- Permanent Address   : River View colony Jamshedpur, Jharkhand-02
- Date of Birth   : 28 January 1992
- Nationality   : Indian
- Passport No   : L1956060