**AMIT SHAKYA**

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**Transaction Banking Systems/ Implementation Support/ Operation Management**

*Offering 10.8 years of experience in managing banking transaction software & user creation area & updating banking transactions with fine exposure of process operation management within banking & service industry*

***PROFILE: TECHNICAL AND BUSINESS SUPPORT***

* A qualified MCA graduate with strong skills in electronic banking software implementation & support, client servicing, transaction updation, user creation, Manual Testing of Netbanking, API Integration, Host to Host Integration and Setup, training & development.
* Responsible and Implementation of API, H2H setup for Corporate Client.
* Demonstrated ability in executing large volume of banking transactions, monitoring clearing process and routine banking operations.
* Deftly handled Cash, Funds Transfer, RTGS & NEFT, IMPS, UPI Collection, SWIFT, Tax, GST, Trade Finance, Collection, Payment Gateway and Account Opening Document verification, Remittance and Outward Clearing and Salary Processing.
* Hands on experience in managing Transactions, Operations Management, Financial Services Management for process operations.
* Expertise in maintaining high standards of customer service, with quality & service norms to achieve customer satisfaction and business retention.
* Ability to follow defined processes/procedures and come up with process improvement ideas.
* Proven track record in completing the task entrusted, within the agreed time and standards.
* Evolved as an effective communicator with excellent relationship building skills, and has the ability to maintain a positive attitude at workplace & consistently delivering towards achieving individual & organizational goals.
* Experience with Cash management Solutions , Banking Applications support , API Banking, Transactions and handling with Internet banking , Mobile banking with Documentation , Implementation , Demonstration, Training and support for Retail and corporate customer for Internet banking, UAT, Manual Testing and Production Setup, H2H Setup & Other product and resolved Fund transfer related quires as per the SLA.

**Core Competencies**

*Back office Operations • Liaison / Coordination •Technical and Business Support•Process/Statutory Compliances • Team Leadership • Client Relations Management • Strong Interpersonal skills •Customer Service • Personnel Management • Training & Development • TAT/SLA Management • Documentations & MIS Generation*

***EXPERIENCE DETAILS***

**IntelliSmith Consultancy Private Limited**

**Client: ICICI Bank**

**Location: Hyderabad**

**Oct’2020 - Onwards**

**Implementation Engineer (CMS/API Banking)**

* Support to the ICICI Corporate Banking’s customers on Cash Management Services (CMS) and Application Programming Interface (API) product.
* Providing Various Application Support like API GW, Eazypay, Host 2 Host, Corporate Banking Application to all corporate user of ICICI Bank.
* Implementation for new clients, Client Integrations of ERP., Technical queries handling.
* Technical installation and setups at customer end, UAT Testing/ pre-prod and Live integration.
* Identifying the scope of integration and coordination with the respective team for the deployment and configuration.
* Worked with technical teams to develop technical requirements and solutions, Prepared and created testable use cases and functional test cases.
* Implementing with the team for Mapping file formats, converters, encrypts etc.
* Solving various problems of corporate clients related to any kind of transaction.
* Co-ordinate with team and application support team for quick resolution of calls.
* Interacting with the clients and resolving all the queries, complaints regarding online banking portal through

Web-ex / telephonic as well as onsite Visit.

* API and H2H integration with client’s servers and ICICI server.
* Answered phone calls regarding issue, setups and modifications.
* After UAT testing successfully, moved to Production for Live.
* Provided feedback and project status to team members, business managers, and programmers
* Jira raise ticket for client issue; upload the error screenshot and share with Developer Team/ L2 Team who handle the case.

**MINDGATE SOLUTION PRIVATE LIMITED**

**Client: BNP Paribas**

**Location: New Delhi**

**Apr’15 - Aug’ 2020**

**Functional Analyst (Technical / Business Implementation - Transaction Banking)**

* Responsible for Implementation of Electronic Banking Software such as BNP Link: - Connexis Cash- Statement, Netpay- Transaction Banking / Manual Testing of Netbanking, H2H Setup, eReceipt and E-ware- Trade Finance , Cheque Delivery/pick up/ DD for various corporate clients.
* Co-ordinate with internal business partners (Relationship Managers, Product Managers, Compliance and Operations) on client project requirements to ensure successful delivery of all the required products, services and system solutions.
* Provide product demonstration to client on portal; Creating setup, Business user and authorization matrix for the customer; providing trainings at client site, Follow up with client for Documents (Agreement, offer letter, implementation form)
* Provide support for Creation and updating Group ids and User ids for corporate clients through E-Banking application.
* Maintain Co-ordination with Centralize operation team, for client BR, maintaining client MT940 reports also maintain coordination with internal IT team for any production and UAT related issue.
* Co-ordinate with test team to assist in test planning and test case verification and contribute to release testing (UAT/ Pre-Prod) and implementation.
* Provide detailed explanations and training for electronic transfers and payments to be made online through E-banking application to International and National Corporate Clients.
* Prepare daily, weekly and monthly account statements and MIS for corporate client for analysis.
* Keep track of and update corporate clients of the online transaction and RTGS/ NEFT/ A1/ A2/ Tax/ GST payments done to corporate payees.
* Make rectification of payment and transactions upload file in Netpay and provide rectified upload file to corporate client.
* Responsible for interacting with customers, solving problems, answering queries and providing excellent customer service.
* Assess customer feedback, evaluating and providing critical feedback on areas of improvements and opportunities.

**ADFC PRIVATE LIMITED**

**Client: HDFC Pvt Ltd**

**Location: Noida**

**Jan’10 - Apr’15**

**Jr Officer- Processing**

**Responsibilities under Outward Clearing Operations and Remittance :**

* Performed jobs like: Technical verification of cheques & Posting and Finalization of discrepant cheques.
* Done CTS cheques processing in the outward department & Reject Repair of cheques’s image as well as Amount keying of Reject Repair cheques.
* Handled Processing of RTGS and NEFT transaction which is received over the counter and via mails and other Branches as well as Processing of Fund Transfer request for Third Party Customers.
* Handle the operation of the payments transaction, including but not limited to the provision of services and operational support
* Handle and override the transactions as authorized, and to rectify the errors and mistakes proactively
* Accompany with relationship manager to visit customers to introduce all kinds of related products, operational processes, and follow up customers needs
* Processed Bulk Demand Draft requests for Corporate Clients.
* Managed Issuing, Reissuing and Cancellation of Demand Draft.
* Performed daily review of transactions, verifying all support documents, checking for discrepancies and initiating follow up actions for resolution.
* Implemented process improvement initiatives to ensure smooth flow of transactions in accordance with the procedures and agreed standards.

**Responsibilities under Trade Finance**

* Managed **Collection of Export and Import Bills, LC, BG, Inward registry and Indexing in core system and filling of documents as per sequence.**
* Involved in receiving, circulating and recording all incoming and outgoing faxes, emails and hand deliveries
* Performed Data Entry of In carry/dispatch/ Bill details.
* Maintained daily documents IN/OUT register as well as Daily & Weekly Site Report.

***ACADEMIC CREDENTIALS***

* **MCA,** Sikkim Manipal University (2011)
* **MA, Post-Graduation,** Kanpur University (2006)
* **BA, Graduation,** Kanpur University (2004)
* **Intermediate**, CBSE Board (2001)
* **High School,** CBSE Board (1999)

**Certifications**

* GNIIT **(Computer Course),** NIIT South Ex Centre, New Delhi (2011)
* One year Diploma in Typing from AFWA ITI Kanpur, India

***PERSONAL DETAILS***

**Date of Birth:** 11th October, 1983; **Language Proficiency:** Hindi & English; **References:** Available on request