**ABHINAV SAIGAL**

IT Engineer & Banking & Finance Associate

 HYDERABAD  9985 808 614  abhinavsaigal2016@gmail.com

PROFILE

Experienced IT professional with a Master’s Degree in Banking and Finance and sound knowledge in IT infrastructure, years of Quality Assessment in fields including private banking. Proven ability to coordinate teams across multiple locations and deliver high quality within tight deadlines. Proactive and driven to learn new technologies, take on a challenge with tough deadlines, share experience & skills with team members and collectively achieve team’s targets & objectives.

Core Competencies:

* **Collaboration** - with other departments/stakeholders to ensure software systems are delivered in time and on spec.
* **Process Improvements –**introduced new systems to significantly improve efficiency of teams in preparing test cases and standardised management reporting; consistently finding more agile ways to work.
* **Team Player** – willing to share knowledge and help team by taking hands on approach when leading teams to ensure targets are met despite technical challenges; always looking for a solution for the team.
* **Communication** –both written and verbal; a relationship builder with a proven ability to build the bridge between stakeholders to solve problems and reach deadlines.
* **Adaptable** – known for ability to handle pressure, prioritize work and multi task without compromising on accuracy; consistently achieving quality results despite frequent change in processes and management.
* **Client focused** – an analytical and critical thinker who looks at applications from an end user point of view.

TECHNICAL SKILLS

Testing Methodologies - Office 365 management and good knowledge in leading software such as Linux, Windows and IBM Server Management, Sales force, share point, Service Now management and Expertise in Active directory. Also, handled various applications like Citrix, Mainframe Apps like RKEM, MODS, CDS and handled Network related issues like VPN. Expertise in app’s like GCSS, MFA cloud services, SAP, Handled Troubleshooting issues relating to Office 365.

Database Servers - MS-SQL Server 2008, MySQL

Processes - Agile, Scrum

PROFESSIONAL EXPERIENCE

* Embarked my journey with GENPACT in Banking and Finance process as Debt Collections Executive for Synchrony Financial Voice Process.
* Expertise in handling US delinquent bank accounts via inbound and outbound calls.
* Worked with **CHEP** **Australia** **Ltd.** as an Accounts Receivable Executive.
* Worked as an IT Lead Consultant for **MAERSK Global Shipping & Logistics** **Pvt. Ltd.** and also for AT&T process in **IBM**. Additionally, provided extensive support to clients / customers through calls, chats and web tickets globally.
* Expertise in handling P1 – P4 critical service and incident management tickets.
* Further, provided feedbacks and suggestions on multiple occasions on various policies and process improvement in IBM; most of the suggestions and feedback were reviewed and implemented by the IBM Management.
* Apart from above, acquired certification as an IT Lead.
* Overall work experience of 6 yrs and 7 months
* Worked with Genpact from (March -2014 - Mar -2017)
* Worked with IBM from (Mar 2017 – OCT 2020)

EDUCATION

* PGDM (MBA) from Symbiosis Centre for Distance Learning, Hyderabad (2017 - 2020)
* Completed B.Com (Reg) from Loyola PG & Degree College, Hyderabad (2010 – 2014)
* Completed Intermediate in MPC (Maths, Physics and Chemistry) from Guntur Vikas, Hyderabad (2008 – 2010)
* SSC from Little Flower High School, Hyderabad (1996 - 2008)

LANGUAGES

**English** – fluent **Hindi** – native speaker

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