Shah A

Team Lead, 7+ years experience
Mumbai, India
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Experienced team leader with a strong background in production support for loan originating, loan management, supply chain finance, and collection management systems. Committed to providing efficient solutions and ensuring client satisfaction.

INDUSTRIES: Finance

TECHNICAL SKILLS

• Client Communication	7 years
• SQL	6 years
• Incident Management	4 years
• Jira	3 years
• Team Management	3 years

SOFT SKILLS

team management, problem-solving

PROJECT DETAILS

• Supply Chain — January-2018 - Present

Project Description: Production support system for supply chain finance. It involves analyzing and resolving tickets, coordinating with technical teams, and providing effective client communication.
Responsibilities: Manage daily ticket resolution, ensure proper updates to reporting, and coordinate with L2 team for timely fixes.
Technologies: SQL, Incident Management
Industry: Finance

• Production Support for loan management — May-2015 - December-2017

Project Description: Production support system for loan management. It involves analyzing and resolving tickets from L1 support, coordinating with L2 team, and ensuring timely ticket resolution.
Responsibilities: Led a team of production support analysts, monitored daily tickets, and ensured compliance with SLAs.
Technologies: SQL, Jira, PMS
Industry: Finance

EMPLOYMENT HISTORY

• Team Lead (Production Support) — March-2015 - Present

Description: Led a team of production support analysts and managed production support for various systems in the finance and supply chain sectors.

CERTIFICATION

• ITIL Foundation by ITIL — 2018

EDUCATION

• Masters degree in Computer Science from TechMasters University — 2010 - 2012

LANGUAGES

• English - advanced

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