Patil R

Team Lead, 8+ years experience
Mumbai, India
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Experienced team lead in production support with expertise in Loan Originating System (LOS), Loan Management System (LMS), Supply Chain Finance (SCF), and Collection Management. Committed to delivering top-notch support and ensuring smooth operations.

INDUSTRIES: Finance

TECHNICAL SKILLS

• SQL	8 years
• Java	4 years
• No-SQL	2 years

SOFT SKILLS

team leadership, problem-solving

PROJECT DETAILS

• LMS Support July-2016 - Present

Project Description: Provided production support for a Loan Management System (LMS), analyzed and resolved L1 support tickets, and coordinated with L2 team for complex issues.
Responsibilities: Monitored and tracked daily tickets, ensured adherence to SLAs, and communicated effectively with clients.
Technologies: SQL
Industry: Finance

• SCF Support March-2014 - June-2016

Project Description: Supported a Supply Chain Finance (SCF) application by analyzing and resolving production issues. Collaborated with L2 team for solutions.
Responsibilities: Managed daily ticket resolution, provided technical assistance, and ensured client satisfaction.
Technologies: SQL
Industry: Finance

EMPLOYMENT HISTORY

• Team Lead (Production Support) September-2012 - Present

Description: Led a team of production support analysts, managed daily ticket resolution, and ensured client satisfaction. Implemented effective ticket tracking and reporting processes.

CERTIFICATION

• IT Service Management (ITSM) by 2014

EDUCATION

• Masters degree in Computer Science from 2009 - 2011

LANGUAGES

• English - advanced

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