Patel A

Production Support Executive, 3+ years experience
Mumbai, India
https://augmntx.com/profile/production-support-executive-patel-a/axo2473

AugmntX
+91 9820045154 | hr@augmntx.com

I am a dedicated and detail-oriented Production Support Executive with 3.5 years of experience in the financial domain. My expertise lies in supporting Loan Originating System (LOS), Loan Management System (LMS), Supply Chain Finance (SCF), and Collection Management modules. I excel in analyzing and resolving tickets, coordinating with cross-functional teams, and ensuring timely client communication. My technical skills include SQL, and I also have experience with incident management tools like Jira and PMS.

INDUSTRIES: Finance

TECHNICAL SKILLS

• SQL	3 years & 6 months
• Team Collaboration	3 years
• Incident Management	2 years
• Java	1 years
• PHP	1 years

SOFT SKILLS

Team player, Effective communicator, Analytical thinker

PROJECT DETAILS

• Supply Chain Finance Automation — September-2022 - March-2023

Project Description: Automated processes in the Supply Chain Finance module to improve efficiency and reduce manual intervention.
Responsibilities: Coordinated with the L2 team for timely fixes and updates, performed testing, and ensured backend updates for ticket resolution.
Technologies: SQL, PHP
Industry: Finance

• Loan Management System Enhancement — February-2022 - August-2022

Project Description: Worked on enhancing the Loan Management System by implementing new features and improving system performance.
Responsibilities: Collaborated with the L2 team to implement solutions, monitored ticket resolution, and ensured effective client communication.
Technologies: SQL, Java
Industry: Finance

EMPLOYMENT HISTORY

• Production Support Executive — May-2020 - December-2023

Description: Provided production support for financial systems, analyzed and resolved tickets, and ensured client satisfaction through effective communication.

EDUCATION

• Bachelors degree in Computer Science from Mumbai University — 2017 - 2021

LANGUAGES

• English - intermediate

END OF DOCUMENT
This PDF is automatically generated by AugmntX on 20 Nov 2026
Profile URL:https://augmntx.com/profile/production-support-executive-patel-a/axo2473