# Sharma S

Production Support Executive, 4+ years experience
Mumbai, India
https://augmntx.com/profile/production-support-executive-sharma-s/axo2475

AugmntX
+91 9820045154 | hr@augmntx.com

I am a proactive and results-driven Production Support Executive with 4 years of experience in the financial sector. I possess strong domain knowledge in Loan Originating System (LOS), Loan Management System (LMS), Supply Chain Finance (SCF), and Collection Management modules. My experience includes analyzing and resolving tickets, coordinating with L2 teams, and ensuring timely client communication. I am proficient in SQL and have hands-on experience with incident management tools like Jira.

**INDUSTRIES:** Finance

## TECHNICAL SKILLS

| | |
|---|---|
| • Team Collaboration | 4 years |
| • SQL | 3 years |
| • Incident Management | 3 years |
| • Java | 2 years |
| • Jira | 2 years |

## SOFT SKILLS

Team player, Effective communicator, Analytical thinker

## PROJECT DETAILS

• Loan Origination System Upgrade — January-2022 - July-2022

Project Description: Led the upgrade project for the Loan Origination System, implementing new features and enhancing system performance.
Responsibilities: Coordinated with the L2 team, monitored ticket resolution, and ensured effective client communication.
Technologies: SQL, Java
Industry: Finance

• Collection Management Process Automation — August-2022 - February-2023

Project Description: Automated the Collection Management process to streamline operations and improve efficiency.
Responsibilities: Collaborated with the L2 team for timely fixes, performed testing, and managed backend updates for ticket resolution.
Technologies: SQL, Jira
Industry: Finance

## EMPLOYMENT HISTORY

• Production Support Executive — March-2020 - present

Description: Provided expert production support for financial systems, resolved tickets, and ensured seamless client communication.

## CERTIFICATION

• SQL Fundamentals by TechPro Certifications — 2020

## EDUCATION

• Bachelors degree in Information Technology from Mumbai University 2015 - 2019

## 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-sharma-s/axo2475