## Tushar Haribhau Devavekar

## Motiram Lakeview, Flat no: 606, Pangong Society, Badlapur (west), Thane - 421503

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I am seeking a managerial role which strikes a balance between the Operations and analytics eventually elevating to the senior management position through right application of skills and knowledge.

**Professional Highlights**

* Possess 9 years of experience within MIS including 2+ years of managerial experience.
* Received ‘Certificate of Excellence’ twice in 2018 for exemplary performance at Money on Mobile
* Got promoted to Manager position on the basis of my performance in 2017 at Money on Mobile
* Managed a team of 8 members and operations spanning across India at Money on Mobile
* Secured promotion to Team leader position due to my performance whilst at Reliance Communications

**Scope of experience**

* Data Analysis
* Preparation of Dashboards
* Problem Solving & Product Operations
* Business Intelligence
* Team Management

**Skills**

* Advanced MS Office (Word, Excel and Macros)
* Auto CAD
* Coral Draw
* Tally 6.3
* Basic SQL

**Academic Background**

* **Institution:** Pune University **(2000 - 2003)**
* **Course:** Bachelors of Arts
* **Key Subjects:** Economics and Sociology
* **Location:** Pune, India

* **Institution:** IITI Computer Institute **(2000 – 2001)**
* **Course:** Diploma in Computer Application
* **Key Subjects:** C+, Foxpro, Coral Draw and Microsoft Applications
* **Location:** Nashik, India

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* Traced fraud transactions and recovered the money from fraudster.
* Developed a MIS automations portal with help of developer team for auto reconciliation.
* Identified and resolved the auto reconciliation portal’s problems through the multiple testing’s.
* Documented the errors found in planning and process, resolved the duplicate transactions and algorithm issues which led to 100% accuracy of transactions.

Supervised team of 8 members.

**Career Background**

**Position: Manager -** Business Operations **(2011 - Present)**

**Company:** MoneyonMobile (LI DPPL)

**Location:** Mumbai, India

* **Reconciliation:** Performing multi-demensional reconciliation of various products like Domestic remittance (IMPS), MPOS, AEPS, loans, travel, insurance, and BBPS at PAN India level. It includes data extraction, cleaning and matching records at both ends. Also identifying gaps and highlighting potential discrepancies.
* **Process Optimization:** Streamlining the reconciliation process as per the nature of the product and SLA of the operator/aggregator right from on-boarding stage. Coordinating with various teams to understand and implement transaction cycle, automation, payment processing, dispute management etc.
* **Relationships Management:** Liaising with vendors/banks to highlight customer concerns and attending client calls and meetings to discuss potential business issues and future plans.
* **Team Management:** It consists of defining KRAs, OTJ training, assigning tasks with specific timelines and reviewing their work from time to time for further improvement. Sharing feedback and resolving their concerns also fall within the scope of my role.
* **Data Analysis and Reporting:** Preparing various dashboards and reports at PAN India level to highlight pain areas, business growth. It also enables management to gauge periodic performance and streamline the business with precision.
* **Training and Documentation:** Conducting trainings on various products for my subordinates and preparing process documents for reference of all the stakeholders.

**Position:** MIS Executive **(2009 - 2011)**

**Company:** Bharat Petroleum Corporation Ltd

**Location:** Mumbai, India

* **Data Analysis:** Analysing and maintaining data regarding sale of fuel quantity, profit margin and mode of payment.
* **Reporting:** Preparing and publishing business dashboard at department and national level on a timely basis

**Position:** Team Leader **(2006 – 2009)**

**Company:** Reliance Communications

**Location:** Mumbai, India

* **Data Management:** Generating reports for all the branches across Mumbai for further verification and updation
* **Reporting:** Preparing daily, weekly and monthly reports summarising resolved and pending issues
* **Customer KYC:** Verifying customer’s documents and updating records in the master.
* **Team Management:** Managing team of 7 people for cold calling, maintaining installation tracker and dispute management.