

Arjun Singh Verma

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Manager Operations (IT)

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Jabalpur, Madhya Pradesh, 482001

SUMMARY

I work to hold a position of responsibility in an organization, I just need a platform through which I could show my ability to the organization in the best way of my capability, sincerity towards the organization. I assure you about my commitment, dedication and rendering services to the best of my abilities through my work.

SKILLS

CRM (Customer Relationship Management).

Maintenance and Repair.

MIS Reports.

Tender Preparation.

Billing Process.

Invoicing.

Payment Process.

Service Delivery and management.

Application Installing, Testing and Bug reporting.

Web Based Application testing on live environment.

Functional Testing (Integration Testing, smoke test and performance testing)

SQL and SQL DB repair.

Technical Team and Call Management.

Cash Reconciliation with Bank and internal department.

Pre-Paid Wallet Management.

Data Reconciliation.

Cash Audit.

Data Audit.

Inventory Management.

CMS.

AePS installation on payment kiosks.

PROFESSIONAL EXPERIENCE

=>Manager Operations IT (Payment kiosk)

Dec 2007 – July 2020

Transaction Solutions International India Pvt. Ltd. New Delhi

Location: Jabalpur

TSI (Transaction Solutions International India (Pvt.) Ltd.) deals in payment kiosks and other IT payment solution services: Bill Payment Kiosk, Cheque Drop Box, ATM, and Electronic Surveillance. TSI solutions include automating all payment types (cash, cheque, card, aadhaar card, POS and DD) with our client's existing infrastructure. Worked for two Discoms (East zone, Jabalpur and Central Zone, Bhopal). Total 200 Payment kiosks installed for 2 Discoms.

Details:-

- 1) Handling database based in SQL version 2000, 2005, 2012, 2014 & 2017.
- 2) Application based on oracle client version 8i, 9i and 10g (basic knowledge)
- 3) Application testing and implementing on live environment.
- 4) Working on application based on web services and finding bug.
- 5) Handling the collections with my team members.
- 6) Achieves the given Targets monthly, with Team members
- 7) Meeting with team with regular intervals to improve the down time of kiosk and other related issues.
- 8) Monthly cash & data audit.
- 9) Sharing the Client feedback with HOD at regular intervals.
- 10) Managing the operating staff of 200+ peoples with my technical staff.
- 11) Generated business performance reports for review to senior management.
- 12) Handling & Managing inventory.
- 13) Worked on Pre-Paid Wallet Model.
- 14) Pre-Paid Wallet management.
- 15) Coordination with internal departments for fund flow.
- 16) Cash reconciliation with bank.
- 17) Worked on E-Surveillance.
- 18) AePS installation on Payment kiosks.

=>Office Assistant

Aug. 2006 – Nov. 2007

M.P.Poorv kshetra Vidhyut Vitaran Co.Ltd.

Location: Jabalpur

In Madhya Pradesh Poorva Kshetra Vidyut Vitran Company Limited Jabalpur works with CA for accounts finalization for the year 2006-07 and other related office works like maintaining of inward & outward registers and also worked in DOS based application).

=>Independent Section Officer

Jan.2006 – June 2006

Bharti Cellular Limited

Location: Jabalpur

Worked on handling customer and giving details of high speed broadband with installation and also generating leads of new customers.

=>Coordinator

July 2005 – Dec. 2005

Acme Private limited

Worked for the companies to launch and promote their products. Company's product launch of Airtel Broadband, Honda promotion and Samsung Products promotion.

LANGUAGE:

English and Hindi

EDUCATION

⇒ MBA (Information System

2012 – 2013

Sikkim Manipal University, Jabalpur.

⇒ Bachelor of Commerce

2003 – 2004

Rani Durgawati Vishwavidyalya, Jabalpur.

Career Goals:

Having an experience of 14 years, looking for a challenging role in a reputable organization to utilize my technical skills, database, and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector and gain practical experience too and not the least to secure my future.