

SAGAR SADIRAM

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CAREER OBJECTIVE

To pursue a rewarding opportunity in the field of financial services that will take advantage of my skills and experiences to noticeably contribute to a company's success while strengthening my professional development.

EDUCATION

2007 Bachelor in Commerce (B.com) – Commerce Sikkim Manipal university, Gangtok – **81%**

2004 Higher Secondary Education (HSC) – Commerce Delhi Board of Secondary Education – **68%**

2002 Metric Secondary Education (SSC) - Delhi Board of Secondary Education – **64%**

WORK EXPERIENCE

Organization: Skilworth Technologies Pvt. Ltd (BijliPay)

Duration: November 2017 – 31st May 2020

Designation: Assistant Manager Operations

Job Profile: Business Coordinator & Service Implementation

RESPONSIBILITIES:

Vendor & Client Management

- Responsible for first level meeting with new Vendors/ Suppliers.
- Responsible for periodic meetings with existing Vendors/Suppliers on Cost and Service agreements
- Responsible for minimizing Vendor/ Supplier Cost/ Billings
- Ensuring consistent achievement of SLA for clients
- Timely working on Client requirements on adhoc processes/requirements
- Responsible for implementing new processes across operations
- Ensure proper migration/implementation is done with coordination with Business and Operations
- Responsible for Inventory Management of POS Machines & POS accessories

Operations & Service Implementation

- Ensuring proper implementation of Service requirement of Clients
- Ensure accurate reports/MIS are shared with client (Installation/De-installation)
- Responsible for servicing key Merchants / Master Merchants (Technical/Operational)
- Preparing Operation plans for new service implementation and raising impact analysis with management
- Ensure proper Coordination is done within Field engineer, Sales Manager & Operation team
- Leading Weekly Conference with regions and prioritizing the services to key clients
- Team troubleshooting and Technical training on field to new Engineers
- Site Visit, Servicing of MPOS terminal and Software updation
- Preparing MIS Report and team Roaster into System.
- Preparing and managing service vendors SLA's within TAT and ensuring to share the same with partners.

Merchant Payment, Settlement & Reconciliation

- Processing Merchant Payment on daily basis.
- Hold & Release Merchant Payment as instructed by FRM Team
- Preparation of Journal Vouchers which contain transaction processed through Master Card, VISA, Rupay Networks and pass entries.
- Reconciliation of VISA and MASTER card settlement. Chargeback and REFUND GL's on daily basis.
- Resolving Merchants queries raise by support team, product team.
- Preparing MIS and sharing with higher Management

Organization: MSWIPE Technologies Pvt Ltd

Duration: December 2015 – October 2017

Designation: Team Leader, Senior Executive

Job Profile: Field Support Engineer

Responsibilities:

Managing Installation/De-installation of EDC for entire Chennai Region.

- Collecting daily installation plan from Mumbai Head office
- Preparing plans for 11 Engineers with Prioritizing urgent Installation/De-installation
- Coordinating with Field engineer, Sales Manager & Operation team
- Timely updating installation status to seniors on emails and Phone
- Team troubleshooting and training on field to new Engineers
- Daily Preparing Installation/ De-installation report on system
- Site Visit, Servicing of MPOS terminal and Software updation
- Preparing MIS Report and team Roaster into System.

Organization: Suvidhaa Infoserve P Limited, Mumbai

Duration: January 2013 – September 2015

Designation: Field Coordinator, Deputy Team Leader

Job Profile: Field Support Engineer

- Coordinate with Field engineer
- Report Preparation
- Site Visit
- Installation of POS
- Servicing of the POS.
- Training
- Preparing MIS Report into System.
- Software Update

Organization: Pay Point India Pvt. Ltd, Mumbai

Duration: September 2009 – December 2010

Designation: Co-ordinator

Job Profile: Servicing of Vendor Billing POS Machines

- Site Visit
- Installation of Terminal.
- Servicing of the Terminal.
- Resolution customer queries on phone calls.
- Software Update
- Training to new comers.

Organization: Oxigen Prepaid Services Private Limited, Mumbai

Duration: June 2007 – March 2008

Designation: Junior Service Engineer

Job Profile: Responsible for the following activities / initiatives:

Identification and Implementation of Right POS equipments / Support

- Installing terminal on field, trained merchant for m/c operation.
- Attended Field complaint & Preventive maintenance on Field.
- Attending Clients Phone Calls & solving problem on phone.
- Preparing merchant software on VPN & Installed software in terminal.
- Installed new Web connection on VPN

AWARDS AND ACHIEVEMENTS

- Rated as “Excellent performer” by Suvidhaa Infoserve P Limited, Mumbai commercial manager in the performance appraisal for the year of 2014.
- Awarded as a “STAR OF THE QUARTER” in Suvidhaa Infoserve P Limited, Mumbai for period Q21-2014 for the excellent performance

EXTRA CURRICULAR ACTIVITIES

- Attended training on Fundamentals of Money and Debt Markets in India
- Completed CCBAP (Certified Computer Basic Application Programme) from SYSPRO Institute of Computers and advanced Programming.
- Worked as Camp coordinator for Nature and Adventure – a Camping organization.

PERSONAL DETAILS

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Date of Birth: 15th May 1985

Languages known: English, Tamil, Telugu, Hindi, Marathi

DATE :

PLACE :

SAGAR SADIRAM