

NIDHI SINGH

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### **Scholastic Record**

2017-19	MBA	Pursuing ICFAI University, Dehradun		
2005-09	B.Tech (Electronics&Comm)	COER, Roorkee	68.40	1 <sup>st</sup> Division
2005	XII (ICSE)	Touch Wood School, Dehradun	66.66	1 <sup>st</sup> Division
2003	X (ICSE)	Touch Wood School, Dehradun	81.0	Distinction

### **Work Experience**

#### **Concentrix Daksh Services Pvt. Ltd**

##### **Sr. Technical Support**

**(29th July 19 – Till Date)**

- ✓ Provide Account status information as per requirement by end users
- ✓ Remotely connect to end user device for Troubleshooting the software issues.
- ✓ Provide an automated updates to the end users for planned maintenance and security updates.
- ✓ Develop, test and maintain documented systems procedures/work instructions
- ✓ Established patterns for reoccurring issues and provides input to development teams.
- ✓ Assist customers with more difficult technical issues requiring a greater level of personalized care and in greater length.
- ✓ Referred difficult issue to upper management while maintaining positive rapport with customer
- ✓ Train new employees and explain protocols clearly and efficiently.
- ✓ Coordinating with customer to resolve the technical issues and get them fixed.
- ✓ Working on quality parameters to stop the escalations.
- ✓ Meeting the required targets set up with the clients.
- ✓ Handling the emerging issues and working on them to get them fixed.
- ✓ Look after the end user issues.

#### **Uttarakhand State Coop Bank Ltd.**

##### **IT Consultant**

**(Feb '16 – June '19)**

*Functional Area: Banking, Project : National Bank for Agriculture and Rural development (NABARD)- WIPRO Project*

- ✓ Worked on the Product Enhancement and development of the Loans.
- ✓ Maintaining quality check on the various schemes and products launched for the smooth functioning.
- ✓ Process Flow Improvement & Creation of Training Documents.
- ✓ Working on the technical issues raised by different teams in Finacle.
- ✓ Used tools like putty to connect to the database and run SQL queries to comprehend the errors.
- ✓ Used Filezilla Tool to connect to server for files uploading and transfer.
- ✓ Resolving Technical queries raised related to NEFT /RTGS/ IMPS.
- ✓ Manage all Branch employees & Telephonic support to the team as per requirement.
- ✓ Cross verification of loans details in CERSAI portal.
- ✓ Keeping a check on Online RC and Loan Creation of records of all branches.

#### **Product Detailing and Enhancement**

##### **POS & Ecomm:**

- ✓ Coordinated in downloading the features to teams
- ✓ Reducing the loopholes for any failed transactions
- ✓ Maintaining a check on the smooth functioning of the product/services

**C-KYC:**

- ✓ Monitoring the employees so that correct information is inserted into the system.
- ✓ End users trainings been conducted to make them acquainted with the new featured and functionality of the product. R
- ✓ Regular trainings to employees related to new products and schemes launched.
- ✓ Coordinated to promote the products in Cooperative Society Fair.
- ✓ Providing trainings to DCCBs (Coop Banks).

**IDC Technologies Pvt. Ltd.  
Application Support Engineer  
(Dec'14 – Jan'16)**

*Functional Area: Banking, Project : National Bank for Agriculture and Rural development (NABARD)- WIPRO Project*

**Responsibilities:**

- ✓ Handling different queries of employees related to banking activities in FINACLE and performing Day begin to Day end activities in Finacle Application.
- ✓ Managing Incident Call Life cycle for the issues raised and providing telephonic support in coordination with the teams.
- ✓ Troubleshooting, Error Rectification, Problem Resolution within defined time
- ✓ Maintenance and regularization of different type of party account like Loan, SBA, CCA, FDA, LAA etc.
- ✓ Giving the solution against every RTGS, NEFT, IMPS and Trade Finance issues.
- ✓ Maintained reports for the regularisation of the accounts.

**Indiamart Intermesh Ltd.  
Assistant Manager(Quality Assurance)  
(Dec '10 – Aug'13)****Key Responsibilities as a Assistant Manager (Quality assurance)**

- ✓ Analyzing and providing fix for issues reported by customers
- ✓ Keeping a regular check on the work and timely a check on business inquiries related to it.
- ✓ Analyzes and co-ordinate with the Vendor and sales team for issues.
- ✓ Maintaining Quality Control of sales.
- ✓ Analyzing the complaint section reducing them to zero.
- ✓ Keeping a check on Product enhancement and Product detailing timely.
- ✓ Handled a team of 20 members and maintaining their productivity.

**Achievements:**

- ✓ Reduced the complaints percentage to 35%.
- ✓ Quality improved to 80%

**Key Responsibilities as Production Executive**

- ✓ Creating catalogs which includes design and content maintaining SEO check(Keywords, Mapping, Product enhancement, etc. ) client satisfaction.
- ✓ Working on Product detailing, product benefits to customers and coordinating with sales.
- ✓ Coordinating with Clients to resolve their complaints.

**Achievements:**

- ✓ Received 'Best Performer of the Month' for reaching the highest targets.
- ✓ Promoted from project trainee to Assistant Manager.
- ✓ Conducted Training sessions on vendors, sales and other teams on regular basis.
- ✓ Made a presentation on CKS (Customer Knowledge System) – To aware the client how they can enhance their business inquiries (This was sent to all the clients (existing + new) and was added in the company CMS's too)

**Certified courses**

ITIL	<b>ITIL Foundation Certification Training</b>
Six Sigma	<b>Six Sigma Foundation Certification Training</b>
Six Sigma	<b>Six Sigma Yellow Belt Certification</b>

**Academic Projects & Research Papers**

COER	Hybrid Modulation	<b><u>2008</u></b>
BSNL Ltd	Broadband and its application	<b><u>2007</u></b>

**Leadership & Positions of Responsibility**

Coordinator	Conducted Founders day of Indiamart Intermesh Ltd. At Dehradun branch
Trainer	Provided training to DCCBs DBA (Coop Banks)

**Achievements (Academic & Extra Curricular)**

- ✓ Actively organized and participated in MANTHAN- the Annual Technical Fest, of the college.
- ✓ Participated in various events of the Annual Cultural Festival, ZION and Annual Linguistic Fest, EXPRESSIONS'07 of the college.
- ✓ Voluntary service for Help age India.
- ✓ Captain of my School Cricket Team & represented my school in inter School Cricket Competition.
- ✓ Was awarded the best athlete at School Level