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Mumbai 400082

Skills

- Certification in Asp.Net With C Sharp
- C, ASP with C# (.Net Platform)
- HTML,CSS
- MS SQL Server ,Oracle, MS Access
- BASE24,FUP,TACL,ENFORM,PATHWAY,PATHCOM
- SQL
- BASE24 ,SQL Developer
- Windows 8,Windows 10

Education And Training

06/2017

Bachelor Of Science:

Computer Science

Sandesh College Of Science,

Commerce And Arts

Mumbai

Certifications

- Certification in Asp.Net With C Sharp

Languages

Hindi: First Language

English: C2

Proficient (C2)

Marathi: C2

Proficient (C2)

Shailesh Navik

Summary

Dedicated and certified professional with expertise in ASP.Net, C#, and web technologies. Holds a B.Sc in Computer Science and boasts hands-on experience as a Content Moderator and Internet Researcher. Currently excelling as a Technical Support Engineer at a leading organization, specializing in database management, system troubleshooting, and transaction monitoring. Proven track record of contributing to team projects, notably a Student Feedback System using C Sharp and MS SQL Server. Committed to continuous learning and thriving in dynamic development environments.

Experience

FSS For Axis Bank - Technical Support Engineer

Mumbai

02/2022 - Current

- Configuring, Migration and Downloads to ATM's & RECYCLER's.
- Co-ordination with the Technology vendors for the raised requirements.
- Providing Technical and Software assistance to the ATM machines.
- Proficiency in Tandem subsystems utilities such as NCS, TACL, EMS.
- Carrying out daily activities such as Monitoring to ATM transactions, Check ATM related others Activities, ATM addition & BIN Addition etc.
- Use of Enform & SQL queries to retrieve data as per client requirement.
- Doing ATM ADDITION, BIN ADDITION(ISSUING & ACQUIRING).
- Technical support for all ATM & cards related queries.
- Handling complaints related to ATM's/ RECYCLER's related transactions and provide solution.
- Analyzing AUDIT logs for resolving issues related Production.
- Doing activities like IPF, DCBN, HOUSEKEEPING, MAKER & CHECKER activities.
- Maintaining Issues related to production and resolving the same.
- Generate Daily MIS/INTERCHANGE/EXTRACT REPORTS and upload on SFTP.
- Checking/Making Disk space , Spooler Space and deleting unwanted job in Peruse.
- Check all Connectivity such as VISA/MASTERCARD/INTERCHANGE etc.and Report the issue if any.
- Monitoring the ATM, POS, ECOM, IVR, Net banking & Mobile Banking Transactions through running SQL/Enform quires hourly.
- Taking Backup of TANDEM system like(DAILY,WEELY,SYSTEM & MONTHLY).
- Daily processing Visa Settlement Files and upload to CRS SFTP.
- Daily downloading MasterCard Settlement Files and upload to CRS SFTP
- EMV ATM Migration at system level and database level.
- Responsible for generating reports as per request.

APEX VITUAL AND INFRA SOLUTIONS - Internet Research Executive

Mumbai

01/2018 - 12/2020

- Conduct research using LinkedIn, Google Advanced Search and other key web-based research tools to find targeted names and profiles.
Currently leads a team of recruitment professionals focused on senior level, management and professional search using advanced candidate sourcing techniques and social media recruiting in USA and Canada.

Accenture - Content Moderator

Mumbai

04/2017 - 12/2017

- Reviewed and moderated user-generated content to ensure compliance with platform guidelines and legal requirements.
- Enforced content policies, taking corrective actions and applying penalties for policy violations.
- Mitigated risks associated with inappropriate content, including hate speech and harassment.
- Provided user support by addressing inquiries related to content moderation policies.
- Maintained quality assurance by verifying information and addressing issues related to content accuracy.
- Participated in ongoing training to stay updated on policies, trends, and online behavior.
- Produced reports and documentation to contribute insights for refining content moderation strategies.

References

References available upon request.