

SHEKH MOHAMMADRIYAJ

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Focused Project Manager adept at planning, directing and maintaining continuous operations in various departments. Experienced in directing manufacturing employees and keeping efficient production in accordance with quality standards. Applying creative and analytical approach to operations for continuous process improvement. Skilled at identifying or anticipating problems and providing solutions. Excels through mentoring, training and empowering team to excel in performance.

THE WEALTH OF EXPERTISE DETAILS:

-Systems Installation, Configuration

-Project planning and development

- Project management

-Project Execution

-MS Office

-MS Excel

-Client Relationship Management

-Team Management

ACADEMIC DETAILS

- ❖ ITI From (Ebrahim Bawany Technical Institute) Computer Hardware & Networking in Vadodara 2011
- ❖ 12th from S.S.V School in Vadodara 2010
- ❖ 10th from S.S.V School in Vadodara 2007

IT SKILLS

Operating Software: Proficient in using MS Office Suite and basic knowledge of Computer Hardware & Networking and other internet applications.

PROFILE SNAPSHOT

- ❖ Offers a competent professional having around 10+ years of experience leading the entire project and business functions of System Installation, repair, and data entry.
- ❖ A hardworking employee with customer service, multitasking, and time management abilities. Devoted to giving every customer a positive and memorable experience.
- ❖ Hands-on Project Manager recognized for flawless execution and finding solutions to complex problems.
- ❖ Communicative and reliable professional polished in developing scopes and objectives and maintaining comprehensive project documentation.
- ❖ Commended for unexcelled record of completing critical projects on schedule and within budget.

Profile

PREVIOUS EXPERIENCE

Company: Imprints Consultancy Services.

Duration: Feb' 2021 to Feb'2023

Position: Team Leader Project management

Project: Credit Cards, Personal Loan & Insurance

- ❖ Managed project team members to ensure successful completion of projects.
- ❖ Identified and implemented strategies to improve operational efficiency and effectiveness.
- ❖ Analyzed and verified financial information to ensure accuracy of application data.
- ❖ Responded to inquiries from customers regarding their credit cards and accounts.
- ❖ Resolved disputes over billing errors or unauthorized charges.
- ❖ Communicated with internal departments on any changes in customer accounts.
- ❖ Provided guidance to customers on how to use their credit cards responsibly and effectively.
- ❖ Assisted customers with payment plans and other special arrangements as needed.
- ❖ Maintained accurate records of customer interactions and transactions.
- ❖ Managed a large portfolio of existing customer accounts while ensuring compliance with banking regulations.
- ❖ Performed periodic reviews of customer accounts to detect fraudulent activity or potential risk factors.
- ❖ Monitored daily transaction volumes, balances, interest rates, fees, for all active credit cards.
- ❖ Collected and organized loan documents before submission to underwriting.
- ❖ Requested financial documents from customers.

Company: Aadhya Corporation Ltd.

Duration: April' 2018 to Feb'2021

Position: Project manager & Back Office Manager

Project: ICICI Bank & HDFC Bank Verification (Gujarat Location)

Client: ICICI Bank and HDFC Bank

- ❖ Provided technical and administrative support to the back-office team.
- ❖ Developed, implemented, and maintained back-office procedures and policies.
- ❖ Ensured that all back-office operations were in compliance with company regulations.
- ❖ Conducted regular audits of back-office activities to ensure accuracy and efficiency.
- ❖ Organized daily workflow for back-office personnel to optimize productivity.
- ❖ Managed customer inquiries regarding account information or transaction processing issues.
- ❖ Negotiated contracts with vendors providing goods or services to the Back Office team.
- ❖ Trained employees on best practices and protocols while managing teams to maintain optimal productivity.
- ❖ Managed a busy calendar for the executive team, planning and preparing meetings and communications.

Company: Karvy Data Management Ltd.

Duration: Feb'2015 to Mar'2018

Position: Project Manager & Team Leader

Project: Yes Bank (Loan Documents' verified and Data Entry & Scanning)

Client: Yes Bank

- ❖ Worked as a Mechanical site coordinator for the supervision and erection of equipment and piping works in the
- ❖ Verified loan applications for accuracy and completeness of information.
- ❖ Reviewed borrower credit, income, and assets documents to ensure they met program guidelines.
- ❖ Analyzed financial data to determine customer's ability to repay a loan.
- ❖ Evaluated loan requests to ensure compliance with lending regulations.
- ❖ Provided advice on loan eligibility requirements based on applicant's profile.
- ❖ Prepared and maintained detailed records of all loans processed.
- ❖ Maintained up-to-date knowledge of current mortgage industry standards and regulations.
- ❖ Researched customer creditworthiness using internal databases and external sources such as Equifax and Experian.
- ❖ Assessed potential risks associated with loan applications.
- ❖ Developed strategies for managing delinquencies in existing portfolios.
- ❖ Monitored progress of application processing from submission through closing stages.
- ❖ Communicated effectively with borrowers, lenders, underwriters and other stakeholders involved in the loan process.
- ❖ Advised borrowers on available financing options according to their individual needs.
- ❖ Interpreted complex legal documentation related to mortgage products.
- ❖ Analyzed applicant financial and credit status, evaluating assets and risk to determine loan feasibility.
- ❖ Identified valuable solutions for customers with credit problems.
- ❖ Helped customers make decisions about loans and lines of credit based on availability, terms, and benefits.

Company: Softage Information Technology limited.

Duration: Feb 2012'ToFeb'2015

Position : (Zonal IT Executive)

Client: Vodafone

Project: Software Installation & Basic Repairing

- ❖ Developed and implemented comprehensive IT strategies to ensure business objectives were met.
- ❖ Provided leadership and direction to IT team members, ensuring high performance standards were maintained.
- ❖ Collaborated with senior management to identify technology needs and develop solutions that improved operational efficiency.
- ❖ Managed the design, development, installation, and maintenance of all computer hardware and software systems.
- ❖ Evaluated current technologies and recommended new technologies to enhance system functionality.
- ❖ Created policies and procedures for proper security protocols related to information access, storage, backup, disaster recovery plans.
- ❖ Identified issues and resolved problems with hardware and software to improve end-user experience.
- ❖ Managed backup, user account and helpdesk systems.
- ❖ Provided company users with tech support for IT problems and account maintenance.
- ❖ Recruited, trained and supervised IT department staff.

Company: Mr. Puff | Vadodara.

Duration: Feb 2011'To Feb'2012

Position: IT Executive

Project: Software Installation & Basic Repairing

- ❖ Identified issues and resolved problems with hardware and software to improve end-user experience.
- ❖ Streamlined mobile and cloud-based computing through blend of efficient and effective applications with ongoing reliability testing.
- ❖ Analyzed financial data, developed budget and managed expenditures for technology services.
- ❖ Managed the installation of hardware and software systems related to information technology infrastructure.
- ❖ Provided technical support to users in troubleshooting hardware and software issues.
- ❖ Procured IT resources for strategic and operational computing requirements.
- ❖ Evaluated organization's technology to recommend upgrades for hardware and software.
- ❖ Met with stakeholders to collaborate and resolve problems.
- ❖

PERSONALDETAILS

- ❖ Date of Birth : 1stMay1991|LanguagesKnown:English,Hindi,Gujarati|

