NILESH ALEKAR

SOFTWARE IMPLEMENTOR

PERSONAL DETAILS

ADDRESS:

FLAT NO B4, MOHAN HSG SOC, BACK OF KALIKA MANDIR, OLD AGRA ROAD, NEAR KUTE EYE HOSPITAL, NASHIK 422002, MAHARASHTRA.

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DoB : 16th May 1980

EXPERTISE

- TRAINING
- RELATIONSHIP BUILDING
- LEADING PRESENTATIONS
- SOFTWARE DEVELOPMENT LIFE CYCLE
- DATA ANALYSIS
- MS OFFICE SUITE
- PROBLEM SOLVING
- PLANNING
- IMPLEMENTATION
- DESIGN THINKING
- SW TESTING

ABOUT ME

Have 15 years of combined experience in ITES, IATA Codes, Shipping, Logistics, Telecommunication Industries, US Healthcare (Apria Healthcare), BPO, e-Procurement, SaaS, PaaS, Consumer Services, Software Training, Testing and implementation using available resources and environment. Adept in end-to-end development of software products from requirement analysis to client feedbacks, system study, designing, coding, testing and implementation. Deft at mapping the requirements, custom designing solutions and troubleshooting for complex software and application problems. Excellent communication and interpersonal skills.

CAREER ASPIRATION

Revolutionize existing products and services; fill in the gaps by addressing unmet consumer needs and desires. Shake up dormant competition and along the way, generate new investment platforms and career opportunities.

WORK EXPERIENCE

Implementation Consultant   21st Nov 2011 – 15th Oct 2021
Company Name: - M/s. Nextenders India Pvt. Ltd.   Mumbai, **Maharashtra**

- ➢ Collaborated with internal departments to confirm timely and accurate delivery and implementation of customer orders
- ➢ Focused solutions on industry-specific workflow, client base and protocols, tailoring implementations to client needs
- ➢ Reduced process lags and improved productivity by training and supervising end users.
- ➢ Act as liaison between company and client; able to coordinate internal and vendor technical teams
- ➢ Help research and develop documentation materials for education and training users; ensure documentation is technically accurate and conforms to company's style
- ➢ Assist with research design scheduling and implementing education and training documentation projects; develop project plan for creating / updating courseware

Senior Customer Service Executive   14th Dec 2009 – 31st Oct 2011
Company Name: - Intelenet Global Services   Mumbai, **Maharashtra**

- ➢ Cloud based backend client support
- ➢ Provided clerical support to company employees by copying, faxing and filing documents
- ➢ Completed forms, reports, logs and records to quickly handle all documentation for human resources
- ➢ Offered office-wide software support and training, including troubleshooting issues and optimizing usage
- ➢ Kept track of Customer Conversations

EDUCATION

2002 – 2004 MASTER OF ARTS [ENGLISH], HPT COLLEGE OF ARTS, NASHIK.

- Indian Literature in English
- Afro-Asian English Literature
- American-European English Literature (Renaissance/Victorian /Modern Era)

SaaS, PaaS & eCommerce Onsite / Offsite Projects

- Boeing & Lockheed Martin (USA)
- Government Of Maharashtra (Statewide), Nashik
- Damodar Valley Corporation, Kolkata
- National Fertilizer Corporation Ltd. Noida
- HUDCO, New Delhi
- IFCI, New Delhi
- PNB, New Delhi
- Nuclear Power Corporation Of India Limited, Karwar & Chennai
- MGEPS PPTs & BRDs (Philippines)

MY LIFE'S PHILOSOPHY

"Man's ego is the fountainhead of human progress." - Ayn Rand

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Customer Interaction Executive   16th Oct 2007 – 30th Nov 2009
Company Name: - Reliance Infocom Pvt. Ltd.   Navi Mumbai, Maharashtra

- Maintained energy and enthusiasm in fast-paced environment
- Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment
- Increased customer satisfaction by resolving Reliance Prepaid and Postpaid customer's (including Reliance Web Express / Web World Stores) issues
- Resolved problems, improved operations and provided exceptional service
- Used Clarify, Simplify and CRM tools

Faculty For Spoken English   13th Oct 2005 – 30th Sep 2007
Institute Name: - Speak Well Spoken English Classes   Nashik, Maharashtra

- Shifted between informal and formal methods of teaching to create multi-layered web of learning, incorporating experiments, practical activities, discussions and projects into lessons
- Offered career assistance to students by conducting mock interviews, providing relevant job opportunities and teaching networking skills and strategies
- Assisted and identified at-risk students to eliminate student barriers to learning
- Used variety of learning modalities and support materials to facilitate learning process and accentuate presentations, including visual, aural and social learning modalities

Claims Associate   05th Oct 2004 – 04th Oct 2005
Company Name: - WNS Global Services   Nashik, Maharashtra

- Worked with claims adjusters and examiners to expedite processing in alignment with procedures
- Evaluated and settled complex invoice billing claims in strict timeframes
- Communicated effectively with staff, including members of operations, finance and QA departments
- Prepared claim forms or related documents and reviewed for completeness
- Acted (for IATA coding) as subject matter expert, answering internal and external questions and inquiries
- Used telnet tool

SKILLS & STRENGTHS

Vendor & Catalogue Management   **Various Customer Services**

Project Management   **Go - Getter**   **Strategic**   **Agile**