

Dinesh Kumar Pandia

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Objective

Experienced professional who is looking to work in an environment which encourages to succeed and grow professionally and to utilize skills and knowledge appropriately.

Experience

- **RGB owned by Government Of India** Apr 2018 - Dec 2025
  Officer IT (Manager)
  I have worked on technology roadmap planning, ownership of product and application as product owner, business and technology alignment, IT service delivery management, operations planning, processing, support, management and maintenance. Performed change management, IT service and SLA management and compliances. Also worked on various IT operations and software tools in Finance and banking domain at various positions. Experienced in technology softwares like CRM Finacle, LOS, LMS to perform daily activities such as credit, Deposit, insurance and other operations. Worked on HROMS to enhance user perfomance and data quality. I have performed IT application operational and support work in Data management and analytics where i governed data quality, retention, reconciliation processes and enabled analytics for risk, compliance and business decisions. I provided support and guided users on secure practices, and maintain IT policies and procedures.

- **Wipro** Feb 2013 - Feb 2016
  Project Engineer
  Experienced in entire areas of software development, testing, application support and maintenance. Worked on Sign on modules of ERP as ESOM. Worked in areas such as incident, problem and change management by applicaton support, issue resolution and related field for various clients and domains. Used technology softwares like bugzila, RAD, TOAD and languages as Java, JS, SQL etc.

Education

- **SGVUniversity** 2028
  Master of Business Administration - General
  Pursuing

- **Amity University Rajasthan, Jaipur** 2012
  B.Tech (ECE)
  83.7

- **S.B.A.V.P.** 2007
  Senior Secondary
  67.85

- **B.M.S.S.S** 2005
  Secondary
  81.5

Skills

- Information Technology
- Project Management
- Application Software Support and Maintenance
- Management
- Team Handling and leadership

- Excel and Microsoft reporting tools
- Data Analysis
- IT Operations
- Client Relationship
- MIS
- Business Sourcing

Achievements & Awards

- ● Selected as an Officer IT at RG bank via IBPS all india level Govt examination. ● Awarded with best delivery team in the vertical at Aircel Wipro Project.

Projects

- National Automated Clearing House (NACH) by NPCI
  ● Managed the end-to-end processing of NACH workflows within transaction processing time.
  ● Ensured 100% compliance with NPCI regulatory guidelines and security standards for all electronic transactions.
  ● Streamlined the Mandate Management System (NACH), enhancing user experience for digital registration.
  ● Monitored and resolved NACH transaction failures, improving success rates for automated payments.
  ● Generated and analyzed reconciliation reports for RBI compliance.
  ● Worked on Implementation NACH API mode integration with Core Banking Systems.
- NEFT RTGS by RBI
  ● Processed NEFT & RTGS transfers for payments, ensuring timely and accurate fund disbursement.
  ● Handled transactions, including cash and fund transfers for customers and corporates.
  ● Managed daily payment processing, including employee salaries and vendor payments.
  ● Executed digital payment operations and issue resolutions.
  ● Preformed Bank Reconciliation, Vendor Payments, Salary Processing.
  ● Ensured zero-error transactions with full accuracy.
- NM_ESOM - Wipro Technologies Pune
  Role: Project Engineer
  Client: NorthWestern Mutual, USA
  Key Responsibilities:

  • To develop, support and maintain variousvsoftware applications such as Enterprise Sign On Maintenance, Directory viewer, System ID Admin tool etc using multiple technologies in the spectrum of Java/J2EE.
  • To take care of Authentication and Authorization management of all the Office users and Field users by Enterprise Sign on maintenance.
  • Developed various Batch Jobs with Java to handle bulk data processing with effective manner such as the batches processing data for Office users and Field users.
  • Managed all the Additional requests by performing code changes and deploying the same to the server.
  • To take care of both Production and Test environment for all the servers used by applications.
  • To work on different ITIL process like Incident, Change and Problem Management.
  • Taken care of incidents of all types such as P1, P2, P3, P4 and resolved them in perfect time frame.
  • Responsible for Problem management, Change management and alert management.
- Aircel_GMT : Wipro Technologies Gurugram
  Role: System Analyst
  Client: Aircel, India
  Key Responsibilities:

• Processing of CDRs of all Aircel circles with various processes of the Kenan Arbor Billing System Theses CDRs included the Roaming and Normal Usage CDRs.
• Reconciliation of files to find out missing sequences for rating.
• Resolving Space Issues in Servers.
• Monitoring performance issues in Servers.
• Accurate and timely go ahead for production Billing for Pan-India subscriber using postpaid.
• Provide response regarding queries raised with Local Rating support team.
• Closing of RA observations within timeline.
• Managing day to day operations of Kenan FX Billing System, namely, Bill Invoice Processing, Bill Invoice Formatting, Backout of Billed Invoice, Rerating of CDR's, Common Payment System. The Kenan/FX aims at eliminating the short comings of the previous system with enhanced features and robust suite of client applications, for maximum implementation flexibility and compatibility. We aim to ensure that the system is flexible enough to adapt the changing business needs.
• Client Interaction various billing activities such as bulk activation and deactivation of packages and components, bill processing, RA specific reports provided with constant interaction with the client.
• Handled Incidents and service requests solving within required dedicated time lines.

- PBA_GAPS : Wipro Technologies Hyderabad
  Role: Software Developer
  Client: Medavie Blue Cross, CANADA
  Key Responsibilities:

  • To create a Health Insurance Platform (HIP) where multiple vendors in same area of business can collaborate and work together to provide health care solutions.
  • To fix coding bugs by changing the code after analyzing the issue using technologies like Core Java and various technologies in the spectrum of J2EE, SQL etc.
  • To create code in RAD for requirements using java concepts like JSP, Servlets, XML etc and to resolve bugs and modify the code and deploy to the server at Websphere Application Server.
- Online Passport System : Wipro Technologies Hyderabad
  Role: Software Developer
  Client: Wipro - Training and development
  Key Responsibilities:

  • To analyze, design and develop online passport registration application that provides security to the passports to be registered where we can fill all the details in an efficient and easy manner with the help of Java/J2ee and related Tech.
  • The system was developed to automate the entire process keeping in the view of database integration approach.
  • The individual eligible to fill all the information or details required for passport reservation through online system.
  • User friendliness wad provided in the application with various controls provided by system rich user interface.
  • This system made the overall project management much easier and flexible.
  • Various classes have been used for maintain the details of all the users and catalog.
  • Authentication provided for this application where only registered users can access.
  • Validations were provided so use can not leave any field as blank.

Languages

- ● English ● Hindi