Snehal Mule
Operations Manager

Personal Details:

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Summary:

Currently working as a Operation manager in Pramarg Softech Pvt ltd. 3 years of experience in School as well as college ERP. Strong knowledge of ERP implementation and testing. I possess strong multi-tasking skills, with ability to simultaneously manage several projects and schedules. Excellent public-facing point person for customers and inter-departments.

Carrier Objective:

Seeking a challenging career with a progressive organization that provides an opportunity to capitalize my technical skills and abilities in the field of Information Technology (IT).

Experience: 03 Years in Information Technology (IT) Consultation and Support.

- **Operations Manager** –At Pramarg Softech solutions, Pune.   Jan 2023 to Current
- Senior Project Manager- At Divine Campus infotech Pvt Ltd, Pune.   July 2021 to Dec 2023

Education:

Course of Study	Name of Institution / University	Year of Pa	Percentage
Master of Engineering (Computer)	V.I.T., Mumbai	2020	8.54 C.G.P.A.
Bachelor of Engineering (Computer)	Bharati Vidyapeeth (Pune University)	2017	76 %
H.S.C.	Dr. Chanadrabhanu Sonvane College	2013	61 %
S.S.C.	S.V.M.P PangAri	2011	86 %

Experience Details:

Knowledge and experience in cloud-based ERP software which helps an institution track and process data and keeps record of daily activities which are happing in the institutions. Managing multiple customers and building relationship with customer. Resolves all levels support request at it deliver in a timely manner for customer satisfactions. Worked on college-based ERP on NAAC module as well as lead management. After school signed up then sent to data collection format , taking follow-up , sent documents list which required by our side, after implementation done conduct demo session, test all documents.

Responsibilities:

- Interacted with the product owner and Scrum Team to understand the requirements.
- Allocate the data migration work/arrange training session to school.
- Sent weekly status report to new school.
- Handling escalation issues
- Attend first school presentation.
- Handling to all team members
- Check tickets / tracker system.

Skills:

TECHNICAL SKILLS:
- Software Testing
- Application Tools: Jira, selenium WebDriver
- Database: SQL, MySQL
- Used School ERP Software
- Testing and Validations

PERSONAL SKILLS:
- Decision Making
- Problem Solving
- Leadership
- Strong Interpersonal & Communication skills
- Excellent Organizational Skills
- Presentation Skills
- Working under Pressure

I hereby declare that all the information mentioned above is true to the best of my Knowledge.

Date: April -2024   (Signature)
Place: Pune, Maharashtra   SMule