



Aarushi Rohatgi

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Credit Analyst and outstanding performer in collections, sales and customer service within banking and BPO industry. Proven success in leadership, operational excellence and organizational development with keen understanding of elements of banking. Recognized for inspiring management team members to excel and encouraging creative work environments. Excellent communication skills and great understanding of customers need and requirement.

Skills

MS Office Suite	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Intermediate</div>
Risk management	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>
Team leadership	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Intermediate</div>
Customer relations	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>
Collections processing	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>
Financial product knowledge	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Upper intermediate</div>
Revenue generations	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Upper intermediate</div>
Relationship building and management	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Upper intermediate</div>
Business develoment	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Intermediate</div>
Time management	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>

Work History

2018-11 - 2023-04

AMERICAN EXPRESS, Gurugram

- Handling 120-200 inbound calls daily with a goal of serving the best solution to customer's need with collecting the owed debt if required

- Handled 400-500 outbound calls daily with goal of collecting owed debt.
- Researched accounts and completed due diligence to resolve collection problems.
- Achieved performance goals on consistent basis. Counseled debtors on payment options and arranged installment agreements.
- Processed payments and contracts on accounts. Trained new team members on performance strategies and provided mentoring.
- Discussed options with delinquent clients in terms of proposed solutions or foreclosure.
- Negotiated to collect balance in full. Processed payments and applied to customer balances.
- Used probing techniques to determine debtors' reasons for delinquency.
- Recorded all information regarding financial status of customers.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Developed team communications and information for team meetings

2017-08 - 2018-10

RESERVATION ASSOCIATE

LEELA RESERVATIONS WORLD WIDE , GURUGRAM

- Managed and closed reservation calls to increase bookings by maintaining strong knowledge of resort products, services and facilities.
- Arranged for group hotel bookings in collaboration with sales department for weddings and special events.
- Provided high level of customer service to each person by engaging customer and using active listening and effective interpersonal skills.
- Informed clients of essential travel information, such as travel times, transportation connections, medical and visa requirements to facilitate quality service.
- Answered incoming phone calls and developed friendly rapport with callers while answering questions, making recommendations and leading conversations to bookings.
- Managed online booking inquiries and assisted guests and travel partners with questions throughout entire booking cycle.
- Managed quality assurance program including on site evaluations, internal audits and customer surveys.



Education

2000-01 - 2014-06

High School Diploma

DPS MATHURA ROAD SCHOOL - New Delhi

Higher Senior Secondary (Class XII); Affiliated to CBSE Board 2014

2014-06 - 2018-06

B.Com

Indra Gandhi University - New Delhi

- Graduated with 65% GPA

2020-06 - 2022-06

MBA: Marketing

Narsee Monjee College of Commerce And Economics - Mumbai

- Professional development completed in Marketing.



Languages

English & Hindi