

Abhishek Parmar

PROFESSIONAL SUMMARY:

- Have outstanding communication and negotiation skills to build rapport with customers, clients, vendors, employee lateral, executive level and managerial level.
 - Exceptional interpersonal and leadership skills, with the ability to build positive and productive office team environment. Leverage outstanding organizational and analytical skills to evaluate and revise administrative as well as debt Management processes and improve accuracy and efficiency.
 - Have Proficiency in Microsoft Office (Word, Excel, Access, Outlook, and PowerPoint), Internet research and applications.
 - To fulfill my aspiration of holistic professional growth, by associating myself with a leading organization and by deliver the best of my knowledge and skills to emerge as a successful person. I am willing to work in a challenging and creative environment where I can grow along with the organization.
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WORK HISTORY:

Kotak Mahindra Prime Limited — Collection Manager (Written Off - LWO) Nov 2021 - Till Date

- Handling auto loan, PL, Use-car & TWF, written off cases (Hard Bucket).
 - Auto loan, PL, Use-car handling only Ahmedabad cases and TWF overall Gujrat cases handling.
 - Case to case tracing and visit to the customer.
 - Filling legal against customer like — Arbitration award pass, Sec.138 and EP.
 - Timely agency visit and field visit with the FOS.
 - Maintaining end to end collection data for analysis. For e.g. Past trends, bucket wise performance, FOS wise etc.
 - Generating Daily/Monthly/Yearly and Festival reports using advance excel functions.
 - Day to day handling of agencies to increase the collection efficiency.
 - Coordination with agency for required DRR and resolution.
 - Portfolio allocation on basis of their last month Recovery Rate and strategy of collection.
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Astute Management— Field Coordinator & MIS Executive

Jun 2019 - Nov 2021

- Day to day handling of agencies to increase the collection efficiency.
- Coordination with agency for required DRR and their retention and resolution.
- Taking time to time feedback from agency supervisor and FOS for better performance. • Highlighting the branches to be increased/decreased based on performance to the client and giving manpower projection.
- Preparing various reports as required by the company and clients like Agency performance and billing report.
- Timely agency visit and field visit with the FOS.
- Agent wise and Center wise performance report publishing.
- Daily comparison report, updating mode wise DRR to the client daily.

- Maintaining end to end collection data for analysis. For e.g Past trends, branch wise performance etc. □
Generating Daily/Monthly/Yearly and Festival reports using advance excel functions.

Mas Callnet India Pvt Ltd — Team Leader

Jun 2016 - Jun 2019

- Handling Insurance process with 15 agents.
- Preparing all the provision reports and Daily Lead vs closer Report.
- Driving the team towards achieving the target.
- Managed 10 Outbound upselling seats for Whirlpool brand.
- Dialer management, allocation management, data upload and manage calling strategy for improve agent and campaign performance.
- Handling all the agents, reports and client coordination.

Mas Callnet India Pvt Ltd —WFM Executive

Nov 2010 - Jun 2016

- Joined as a Tele Caller in Nov 2010 and was promoted to WFM executive in 2012.
- Creating different calling strategy to achieve higher connect percentage and increase collection. • Preparing Daily, Weekly and monthly TL and agent incentive, Over Time and attendance incentive.
- Co-ordination with client for reports and data requirement.
- Manage dialer for OBCC with Data uploading, scrubbing, agent skill set change, calling priority set as per campaign requirement.

Academic Qualification:

- Passed Secondary School Certificate Examination (S.S.C) with Dist., Gujarat Secondary Education Board During March-2008.
- Passed Higher Secondary Certificate Examination (H.S.C.) with 1 st Class Gujarat Secondary Education Board during March-2010.
- Passed Graduation Certificate Examination (B.com) Dr. A P J Abdul Kalam University June-2021.

Key Skills:

- Collection Management
- Communication / Negotiation
- Customer Service Association
- Operation Management
- Back-office Operations
- MIS Reports
- Team Management

Personal Details:

Date of Birth: 14-10-1992

Marital Status: Married

Address: 98, Ramini Chali Nr, Harshiddh Temple
Rakhiyal road Ahmedabad -380023.

Language: English, Hindi and Gujarati

Hobbies: Traveling, Music & Reading.

I hereby declare that the details above regarding me are correct and complete to the best of my knowledge and belief.

Thank You.

Abhshek Parmar