



**Aashish Harshadbhai Mehta**  
**C-404 Arjun Elegance,**  
**Opposite Bhagirath Society,**  
**Naranpura,**  
**Ahmedabad – 380013**

**Contact me on +91 8980045054**  
**Mail me on [mehtaaashishh@gmail.com](mailto:mehtaaashishh@gmail.com)**

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## **PROFILE**

I am a highly respected, self-motivated individual with a flexible approach, having huge experience with Middle / Top Level Management, with a broad range of experience, seeking a challenging position with a progressive company that will capitalize on my experience and further my knowledge and skills, allowing me to contribute to the growth & success of the company. One of my key strengths is the ability to integrate easily into new environments, possessing strong interpersonal and communication skills. I have a friendly, persuasive manner, coupled with the will, passion, and energy to drive the business forward.

I hold a Vast experience especially in Field of Collection / Retention & Agency management & hold a vast experience of handling Team / Customers (Internal as well as External). I am confident of handling any type of challenging work allotted to me & can give desired results within a short span of time.

My major Expertise is into Customer Servicing / Administration & HR / Agency Appointment and Management / Corporate Retentions with Collection / Customer Relationships / Administration & Corporate Sales functions / Manpower management & is capable to handle the challenges beyond expectations.

## **WORK EXPERIENCE**

### **Arrise Bpo Solutions Pvt Ltd.**

Presently, Working as State Head – Gujarat Operations since 09<sup>th</sup> October 2022. Handling Various portfolios of Collections for LTFS (TW collection's Bkt 0-1-2-3), Axis bank (Agriculture Loan – NPA & DPD) & HDFC (Agriculture Loan) successfully. Also handling recruitments / Administration / HR activities for Gujarat.

### **DNS Associates (Recovery / Possession / Collection / Retention)**

Was Working with DNS Associates as Manager – Collection for Ahmedabad from April – 2017 to July 2021. Was looking after Recovery Profile (Credit Cards / Two-Wheeler / Four Wheelers / Mortgage Possession / Telecom Recovery (lower bucket) / NPA Cases of SBI Bank) for Ahmedabad with a Team Strength of 125 Executives. Was Heading Collection & Credit Control Profile for Ahmedabad / Gandhinagar / Mehsana.

Was operating a self-employed business of Paying Guest Operations in Vastrapur Area from April 2015 to March – 2017.

Left Idea Cellular Ltd. in March 2012 as started my own business. I was having 2 restaurants in Ahmedabad from April 2012 to March 2015 but have to close the business due to BU permission problem by AMC.

Also worked with Integrated marketing (Corporate DSA for Vodafone for a span of 1 year along with my work) and successfully handled 63 Big Corporate accounts with Sales as well as Collection Part.

### **IDEA CELLULAR LIMITED (Associated since Feb 1998 till March 2012 )**

Rejoined the company in Oct-2004 as Sr. Executive – Service Delivery Quality at Gandhinagar. Have successfully & confidently handled various profiles related to SDQ Department in both Prepaid & postpaid Segment.

- Prepaid management.
- Administration / Franchisee Management
- Customer Relationship / Corporate Management / Agency Management
- Postpaid Activations / Collections (NPA / Lower Buckets)
- Show rooms co-ordinations
- Corporate & Govt. Profile

Was allotted a challenging profile of pending adjustments & same was successfully completed within 50%-time frame allotted to me & same got me an Spot Award on Rejoining days only. Given the undeveloped profile of Prepaid – Activations (Gujarat). Same challenge was also successfully completed within a period of 2 months & is still in operations as per TRAI guidelines. Was handling the Entire profile of Prepaid Activations in Gujarat. Also handled the profile of Postpaid Activations for Ahmedabad / North Gujarat / Bhavnagar for a span of 8 months. Last profile handled was with Collections Department handling entire payment profile for Gujarat.

- Daily collection payment posting thru various modes on Day 0.
- Co-ordination with My idea showrooms across Gujarat for Day-to-day Operations.
- Daily co-ordination with Vendors / Banks for operational queries.
- Atomization of processes as per TRAI guidelines.

### **ACHEIVEMENTS**

- Excellence award in the joining month for highest contribution of clearing pending customer's adjustments / complains in a short span of 20 days & handling the profile online for next Quarter.

- 2 Kaizen awards for improvement of process.
- GREEN BELT CERTIFICATION for deduction of posting error from 044 % to 0.11 % in as short span of 3 months & maintaining the same month on month (Benchmark was 0.25 %)
- YELLOW BELT CERTIFICATION for Improvement in process & correct information's passing to customers for Easy Bill Collections process at outlets.

Was Associated with the company from Feb 1998 to Oct 2010. Joined the company as Executive – Customer operations at Gandhinagar. Was handling the entire live base for Ahmedabad / Gandhinagar / Bhavnagar & North Gujarat. Created a challenging portfolio of Corporate Accounts / Recoveries & handled the challenge successfully. Gave the idea of Agency Management along with my reporting manager & was actively involved in appointment of Agencies across the Gujarat State for Collections / Verification. Was the Agency Manager for the controlling Areas. Left the company in Oct-2000 as was given a contract of opening Retention work for Ahmedabad / Gandhinagar / Baroda. It was the first ever Retention concept for Gujarat which Birla a T & T had started. The same appointment was done by MR. HIMANSHU KAMPANIA – C.E.O on looking to my capacity of retaining the relationship with customers including Govt. Authorities.

Had worked with Limited / PVT / Semi Govt / corporate companies in the initial path of my career. Had worked with:

- **PUNWIRE TRUNKING SERVICES LTD.**
- **VADILAL FINANCIAL SERVICES LIMITED**
- **M/S ZAVERI & COMPNAY**
- **MUDRA COMMUNICATIONS LIMITED.**

I hold experience in fields related to Collection & Credit Control and have been active part in appointment of agencies and TPA during my work tenure. Have also handled profile related to Administration & Legal Aspects (Legal Proceedings and Lok Adalat Portfolio) in my Work Tenure with leadership quality & skill. Personal & Professional References related to Field as well as Personal can be provided as & when required.

Thanking you.

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**Aashish Mehta**