**Rajan Yadav**

**Mobile:** 9824004705 ~ **E-Mail: rpyadav31@yahoo.com**

**Seeking career enhancement opportunities in MIS / Data Management / Data analysis /Operations / Compliance with high repute organization**

Location Preference: Gujarat

**PROFESSIOANAL SUMMARY**

* A result oriented professional with total **19 years** of experience in , Data Analysis & Management , MIS & Commercial , Collection , Sales & HR.
* Knowledge of credit control, compliance.
* Skills in relationship management as well as exceptional communication abilities to bridge across the organizational and accomplish targets.
* Experience of Vendor & Agency handling / Co-ordination.
* Experience of Handling Collection Agency.
* Experience of Active customer Collection and PD Recovery Collection and Retention.
* Experience in Sales & Operations. Monitoring Sales Performance of Pan India
* Experience in Handling HR operation / Attendance management & Payroll and Compliance.

**ORGANIZATIONAL NARRATIVE& ASSIGNMENT**

* Since Apr’23 Working with Kataria Automobiles Pvt. Ltd. As Data Analysist in SMR Department.
  + Various Analytical MIS / Report
  + Handling Database and data cleanup Activity
  + Payouts and Allocation
  + Team Management
* Since Jun’22 to Apr’23 Worked With Adani (On Third Party Roll – Quess Corp) As Asst. Manager in HR.
  + Maintaining HR MIS and Data Management & Analysis
* Since Aug’19 to Jun’22– Worked with GTPL as Asst. Manager in Sales & Operation & HR Department (Since Apr’21).
  + Monitoring analytically Sales Performance from every angle
  + Co-ordination with cross function team
  + Monitoring JV Profit Collection for Management
  + Analyzing sales Data for Management to which helps to management to take business decision.
  + HR data management / MIS / Operations
  + HR Internal & External Audits and Compliance
  + Attendance Management & Payroll

* Since Apr’19 to Jul’19 – Worked with Astute Management Group as Database Management Project Manager
  + Appointed as Database manager.
  + Create Database of Collection and Call Centre Process.
  + Data cleanup activity / Analysis
  + Develop Automation for existing Process.
* Since Oct’18 to Jan’19 - Worked in Cadila Pharmaceutical Ltd. As Sr. Executive in Sales MIS Team
* Preparing Sales MIS
* Handling Stock Requirement of Field
* Preparing Financial Targeting and Budge
* Co-ordination with Field and Finance and Sales team
* Managing Stock Requirements
* Sep’12 to Sep’18 – Worked in Idea Cellular Limited, Ahmedabad as Sr. Executive – Postpaid Backend Team
  + Handling Post Collection and Retention MIS
  + Vendor data allocation and payouts
  + Handling waiver Empowerment &Handling Billing Complaints
  + Identify major billing complaints and Process Proactive bulk reversals to avoid billing complaints.
  + Credit Control Process (Time Based Dunning)&Monitoring revenue assurance.
  + Audit of invoice prior to Bill generation to highlight Billing Error to reduce billing Complaints & Error free Billing.
  + Bill Delivery Printing and dispatch and Delivery.
  + Reduce Billing Cost by Increase EBill Customer Base.
  + Deactivate Customer Credit Balance refund process and TRAI Compliance.
  + Data Analysis and highlighting Core issue to management. And Need base analysis.
  + Managing Collection Agency and courier agency and get the best result from them.
* Dec’07 – Aug’12 associated with Reliance Communication Ltd.(RISP), Ahmedabad as Executive–Commercial& Channel Management
* Preparing Data base for Payout Calculation of Channel.
* Calculating Channel Payouts as per Scheme rollout by Sales.
* Coordination with Sales regarding Channel Payouts.
* Resolution of Channel Query Regarding Payouts.
* Preparation of Channel / Vendor Cheque Credit limit for transaction.
* Incentive Calculation of Sales Executive as per given targets.
* Data Management & Analysis and MIS Preparation of Payment Collection.
* Process handing of Recovery / Recall Notice issue to fraud customer.
* End to end process Bill Delivery from invoice generation to delivered to customer with Resolution of complaints of Bill not Received.
* Stock Management & Vendor Management.
* Sep’03 - Nov’ 07Associated with Bharti Airtel Ltd., Ahmedabad as Executive –Finance& Customer Service Delivery
* Data Management & Analysis and MIS Preparation of Payment Collection& Bad-Debts.
* Process handing of Recovery / Recall Notice issue to fraud customer.
* Analysis & Handling Customer Service Request Regarding Pmt and Billing.
* Mar’03 – Aug’03Associated with Trushit Choksi & Associates. (Audit Firm), Ahmedabad – As Asst. Auditor.
  + Handling Process Level Audit &Statutory Audit
* Sep’02 – Feb’03 Associated with Manglam Information Technology.

**Capability and Strong Point**

**Data Management & Analysis & MIS :**

* Working in MS Office and SQL Server and handling all matters related to. Customer Collection Accounting, Vendor management, Channels accounting, channels payouts, inventory management
* Monthly Commission & Incentive of Sales Team, Distributor Claim Settlement.
* Providing Daily, Monthly MIS Report to Circle i.e. Collection & Bad-Debt Report, Vendor Performance Report, Retailer / Channel Partners Revenue Contribution report.

**Credit Control:**

* Close monitoring of the Customer Outstanding, Preparation age wise outstanding for better monitoring.
* Ensuring compliance with organizational credit policies.
* Performing the functions of assessing creditworthiness of clients and taking adequate steps to ensure receipt of Payments and recovery of debts.

**Auditing:** Managing the complete planning and management activities for ensuring completion of Statutory, cost budget.

**NOTEWORTHY ACHIEVEMENTS ACROSS THE TENURE**

* Completed Green Belt project in reducing barring count and reduce churn.
* Received Service Excellence award in Highlighting Billing Configuration err and reduce Billing Complaints.
* Received Appreciation for Reduced Billing expenses and maintain cost within budget.
* Received Appreciation for implementing automation for generation MIS.
* Received Appreciation for Rollout Project for Collection activity from backend to field to increase collection.
* Improve Live Customer collection performance and Bad Debts within budget.

**Education Details**

2003 Completed G-NIIT from NIIT with 70%

2001 B.Com. From Gujarat University

1998 HSC From Gujarat Education Board With 64%

1996 SSC From Gujarat Education Board with 53%

**IT Skills:** M.S. Office 2003/2007/2013/2016 SQL Server

**PERSONAL DETAILS**

**Date of Birth :**31st December 1980.

**Languages Known :**English, Hindi & Gujarati

**Residential Address :**40 Tejas Society, K.K. Nagar Road, Ghatlodia, Ahmedabad. – 380061.