

RESUME

RAJAT SRIVASTAVA

Mob No. - 9650422242

Email - srivastava.rajat0210@gmail.com

LinkedIn - linkedin.com/in/rajat-srivastava-9a260a118

Career Objectives

To continuously enhance my knowledge & skills for the organization & personal development to ensure all round growth for the organization, by achieving personal growth in all aspects of life & whatever responsibilities undertaken which an effective team player & a responsible leader will achieve.

PROFESSIONAL EXPERIENCE

Kavach Financial Services Pvt. Ltd **From 26th Dec'2022 to till date**

Creditor Relations Manager

HDFC Bank, New Delhi **From 19th Jan '2022 to 23rd Dec'2022**

Manager Credit Card (Grade Manager)

IDFC First Bank, New Delhi **From 21st Jan '2019 to 10 Jan'2022**

Recovery Manager (Grade Manager)

KALAGATO Insights, Noida **From 11th June '2018 to 18th Jan'2019**

Senior Marketing Executive

ICICI Bank, Bangalore **From 23rd Oct'2017 to 31st May'2018**

Debt Manager

PROFESSIONAL ROLES & RESPONSIBILITIES

- Developing relationships with banks & Financial institutions
- Interacting and negotiate with Financial Institutions & their representatives.
- Engaged with the delinquent customer of PL, BL and CC Recovery pool of the company for resolution of the losses incurred by those accounts.
- Maintenance of the compliance and audit norms while the throughout collection process.
- Guiding the involved team for betterment of the collection process.
- Ensuring the high standards of customer relationship for further maintenance of fruitful company-client relationship and providing the best experience.
- Conducting various training sessions and monitoring for the new tools introduced in the market for more effective skip tracing and customer experience.
- Empanelment of various Vendors and the overall documentation of Large Collection Agencies for better and more compliant environment.
- Publishing of various work-related MIS for a healthy competition and better productivity among the team.
- Managing the Customer grievances to convert their account for closure.
- Guiding the team for any market changes and barriers to overcome the non-visible hindrances.
- Tracking the rate of success of entire process and building the bridges wherever required.

Internship

- I Have successfully completed by Internship from ICICI Bank, Varanasi since from June'17 to August'17

Qualifications

Name Of The Course	Name Of The Institution	Year	Percentage
Post-Graduation Diploma in Banking	Manipal University, Bangalore	2017 to 2018	7.9 CGPA
Bachelor of Business Administration	Birla Institute Of Technology, Mesra, Ranchi	2013 to 2016	74% aggregate

Senior Secondary	Happy Model, Varanasi	2012	61.8%
Secondary	Happy Model, Varanasi	2010	68.6%

Certification

- ◆ Tally ERP . 9
- ◆ IRDA
- ◆ NISM Mutual Fund

Computer Proficiency

- MS Office (Excel, Word, Power Point), Tally. ERP 9 and Computer Fundamentals.
 - Operating System- WINDOWS XP, WINDOWS 7, WINDOWS 8, WINDOWS 10.
 - Efficient in Finacle and other banking software's.
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Personal Detail

◆ Father's Name	:	Mr. Varij Srivastava
◆ Date of Birth	:	October 02, 1993
◆ Nationality	:	Indian
◆ Language Known	:	Hindi & English
◆ Marital status	:	Married
◆ Gender	:	Male
◆ Permanent Address	:	C-27/111, I, Jagatganj, Varanasi, UP.
◆ Present Address	:	B-61, Fourth Floor, Rama Park, Nawada, New Delhi - 110059

Date: _____

Place: _____

(Rajat Srivastava)