



Monika Sharma

Collection Professional

Contact

Address

New Delhi, India 110059

Phone

91-9873481391

E-mail

monikapuri06@gmail.com

WWW

<https://bold.pro/my/monika-sharma-240608173509/161r>>Bold Profile

Skills

Vendor Management



Operations Management



Process Improvement



Strategic Planning



Forecasting



Debt Recovery Strategies



Stakeholder Communication



An individual having a keen interest of working in Debt Collections domain. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Work History

2018-10 -

Current

Debt Manager

ICICI Bank Ltd.

- Managing collection agencies working for ICICI Bank for Bucket 1 and recovery
- Managing multiple collection agencies working for ICICI Bank
- Expertise in all buckets including write-off
- Handling pilot batch of PCB and Single view
- Vendor Performance Management
- Responsible for meeting targets in defined buckets.

2015-09 -

2018-10

Supervisor

HDB Financial Services Pvt. Ltd.

- Leading a team of 19 Team members for HDFC Bank Loans Collections
- Team includes 1 ATL & 18 Tele Callers
- Responsible to meet the respective Targets
- Maintaining Daily MIS reports, Data Analysis
- Monthly reviews with Clients
- Data Management.

2014-12 -

2015-09

Team Leader

IndusInd Marketing & Finance Ltd.

- Leading a team of 23 Team members for IndusInd Bank Agriculture Loans Collections
- Team includes 23 Tele Callers
- Interactions with the Clients consists of CLMs, Manager
- Responsible to meet the respective Targets
- Maintaining Daily MIS reports, Data Analysis
- Monthly reviews with Clients
- Data Management.

2014-01 -

2014-07

Assistant Manager

Elevate BPO Call Services

- Leading a team of 12 Team members for ICICI

- Bank Auto Loan Collections
 - Team includes 12 Tele Callers
 - Skip Tracing Activities through Web and Physical visits
 - Responsible to meet the respective Targets
 - Interactions with the Clients consists of AMs, Manager
 - Monthly reviews with Clients
 - Data Management
 - Introducing R&R programs for team welfare.
- Assistant Manager**
- Om Innovation Call Services Pvt. Ltd.*
- Leading a team of 2 Team Leaders, 3 Asst
 - Team Leaders and their 53 Team Members for MNYL Renewals Collections
 - Responsible for Renewals portfolio of Max New York Life Insurance of around 57 Lac policies in a month
 - Team includes 53 Tele Callers for Due, Grace, Lapse, lapse 1, Lapse 2, Lapse 3
 - Skip Tracing Activities through Web and Physical visits
 - Responsible to meet the respective Targets
 - Interactions with the MLI Clients consists of AMs, Manager, Chief Manager and VP
 - Monthly reviews with Clients in MLI HO
 - Data Management.
- Sr. Team Leader**
- Om Innovation Call Services Pvt. Ltd.*
- Leading a team of 1 Team Leaders, 1 ATL & Their 26 Team Members for MNYL Renewals Collections (Soft) portfolio
 - Responsible for entire Exit Locations Portfolio of Max New York Life Insurance
 - Responsible to meet the respective Targets
 - Data Management.
- Team Leader**
- Om Innovation Call Services Pvt. Ltd.*
- Leading a team of 1 Team Leader & Their 26 Team Members for Renewal Collections of their policies
 - Responsible for total collections of Punjab

- especially Emerging Market
- Responsible to meet the respective targets of the portfolio which is led down by the client
 - Coordination with GOs of MNYL based out in Punjab
 - Coordination with Supervisors handling field in Ludhiana Office.

2007-08 -

Astt. Team Leader

2008-06

Om Innovation Call Services Pvt. Ltd.

- Handling West Delhi allocation of GE-SBI Credit Card
- Manage Portfolio and deliver targeted resolution on monthly basis.

2005-10 -

Tele-Caller

2007-07

Om Innovation Call Services Pvt. Ltd.

- Tele-Calling for bill collections
- Got promotion in 4 months as Quality Analyst looking at the quality parameters.

Education

B. Com (Pass)

Delhi University - Delhi

2005-04

12th

Board: HP Board

2003-04

10th

Board: C.B.S.E Board

Accomplishments

- Rewarded multiple times for cross sell in ICICI Bank
- 2 times Rewarded by Collection Head as champion of the month – HDB Financial Services
- Rewarded by VP – Max Life Insurance Co. Ltd.
- Rewarded by Max New York Life Insurance for Best Performance among all Channel Partners for several times
- Rewarded by Om Innovation Call Services Pvt. Ltd. For achieving the above mentioned

- milestone for the Organisation
 - Awarded multiple times for cross sell achievements (other than KRA)
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Key Areas Of Competence

- Collections
 - Vendor Management
 - Team Management
 - Product and Process Training
 - Field Pickup Management (Skip Tracing and NC Cracking)
 - Experience for computing Viability of the process
 - Consistency in Achieving Target
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Personal Information

- Total Experience: 15+ Years
 - Husband's Name: Puneet Sharma
 - Date of Birth: 11/12/1986
 - Gender: Female
 - Nationality: Indian
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Certifications

DRA