



Anurag Verma

- > Assistant Manager (collections)
- > Supervisor (Collections)
- > TL (Collections)
- > Agent Collections (caller)
- > Ministry of Defense (Contractual)
- > Delhi Metro (Security Supervisor)
- > TL (sales SIM AIRTEL)
- > Caller sales

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Anuragverma971723@gmail.com

- > 12th CBSE
- > 10th CBSE
- > B.A
- > BTS(Tourism) I.G.N.O.U Pursuing

OBJECTIVE

Seeking a challenging position in Collection where I can utilize my experience to contribute to the success of the company.

To secure an Assistant Manager role in a dynamic company that offers opportunities for professional growth and advancement.

Total 7-8 Years of industrial Exposure.

EXPERIENCE

Aerial Telecom Solutions PVT.LTD

ASSISTANT MANAGER

- > Should deliver the KPI as required and maintain self KPI like Quality, Attrition, Shrinkage and roaster management
- > Should manage and motivate a quality team of 30-60(Collection agent) with good product and process knowledge along with 2 supervisors and 4 to 5 TL's. I am handling many portfolios here like moneyview, Tata Capital, Indifi.
- > Looking after collection targets of all portfolios under and assist team to achieve the same,
- > Should handle call monitoring exercises, escalations and follow up with the other department to solve the queries of the customers.
- > Manage absentee & attrition control at all level in team
- > Monitoring all teams for their targets meet and there day to day DRR for lower buckets and monthly money collection targets for higher buckets.
- > Monitoring Profit and loss of the Portfolio as per expenditure and collection amount we got.
- > Monitoring over every day to day moment of the Team and Supervisors,
- > Looking for new agents and hiring them taking their 2nd round interview and finalize them according to team and portfolio requirements.

- > Taking time to time Review meetings over targets and achievement.
- > Ensuring respective KRA's in terms of Login hours, Productivity, AHT and monitor
- > Conducting review on daily /weekly & monthly basis and share the feedback
- > Set clear team goals
- > Delegate tasks and set deadlines
- > Oversee day-to-day operation
- > Listen to team members' feedback and resolve any issues or conflicts
- > Recognize high performance and reward accomplishment

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SUPERVISOR

- > Conducting review on daily /weekly & monthly basis and share the feedback
- > Set goals for performance and deadlines in ways that comply with company's plans and vision and communicate them to subordinates
- > Organize workflow and ensure that employees understand their duties or delegated tasks
- > Monitor employee productivity and provide constructive feedback and coaching
- > Receive complaints and resolve problems
- > Maintain timekeeping and personnel records
- > Pass on information from upper management to employees and vice versa
- > Prepare and submit performance reports
- > Decide on reward and promotion based on performance
- > Hire and train new employees
- > Ensure adherence to legal and company policies and procedures and undertake disciplinary actions if the need arises
- > Implementing deadlines for invoicing and payment collection.
- > Negotiating with customers in cases when nonpayment occurs.
- > Preparing monthly feedback reports on payment collections.
- > Remaining informed of any legislative procedural training regarding debt collection

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TL

- > Ongoing review of team productivity
- > Ensuring team goals are aligned to business strategy and goals
- > Timely closure of EMS
- > Publishing reports , Pending Report, Productivity Report, Roster, Out of TAT cases, allocation reports, providing required data as & when required
- > Lead a high performing team through ongoing change management to maximize business performance
- > Manage Collections' Long Range Forecast, Scheduling, Shift-Bidding & Recruitment planning
- > Be the point of contact for business analysis, recommendation and workforce consultation for forecasting, resource planning efficiency and effectiveness of inbound & outbound Full Time Employee (FTE) management
- > Partner with National team, enabling Collections to execute strategies by ensuring the appropriate planning of inbound & outbound resources facilitating first class, highly effective Client experience
- > Lead, develop and maintain department function goals/objectives and process knowledge for the National team
- > Support new initiatives and demonstrate capability to manage and lead continuous improvement projects
- > Lead, coach and develop employees, ensuring a high level of employee commitment and capability through focused collection routines
- > Be accountable for managing team efficiencies, ensuring efficiency targets are met
- > Be responsible for team results, as measured through established quality service standards
- > Manage 10-15 direct reports by providing superior leadership and guidance related to collection activities

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COLLECTION AGENT

- > Contacting debtors by telephone to enact and negotiate debt recovery.
- > Searching publicly available databases to track down defaulters, including Credit Bureau information, background checks, and loan documents.
- > Developing debt collection strategies and plans.
- > Keeping hard copy and electronic records of all communications, payment plans agreed to, and amounts paid.
- > Negotiating settlements to receive payment on a certain percentage of the debt.
- > Plan course of action to recover outstanding payments
- > Investigate and resolve discrepancies
- > Handle questions or complaints
- > Alert superiors of debtors unwilling or unable to pay when necessary
- > Working with targets and tight deadlines

Ministry of Defense

Data Entry Operator

- > Responsible for Files handling of IAS.
- > Responsible for File handling of “Under Secretary”(GOVT .of INDIA)

Delhi Metro Rail Corporation

Security Supervisor

- > Supervise daily security team operations, ensuring efficient task completion.
- > Devise and enforce security policies and procedures to safeguard the organization and its assets.
- > Perform routine security assessments to identify and address potential risks and vulnerabilities, crafting strategies for risk reduction.
- > Monitor surveillance and alarm systems, swiftly responding to security breaches or incidents.
- > Liaise with law enforcement, emergency services, and relevant stakeholders during security emergencies.
- > Educate and train security personnel on protocols and emergency response plans.

(Anurag Verma)