

RESUME

RAJAT SRIVASTAVA

Mob No. - 9650422242

Email - srivastava.rajat0210@gmail.com

LinkedIn - [linkedin.com/in/rajat-srivastava-9a260a118](https://www.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 Creditor Relations Manager	From 26th Dec'2022 to till date
HDFC Bank, New Delhi Manager Credit Card (Grade Manager)	From 19th Jan '2022 to 23rd Dec'2022
IDFC First Bank, New Delhi Recovery Manager (Grade Manager)	From 21st Jan '2019 to 10 Jan'2022
KALAGATO Insights, Noida Senior Marketing Executive	From 11th June '2018 to 18th Jan'2019
ICICI Bank, Bangalore Debt Manager	From 23rd Oct'2017 to 31st May'2018

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% <u>aggregate</u>

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.
-

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)