

Rahul Thakur

Collection Team Leader

Certified Debit and Recovery Agent(DRA)From
Indian Institute of Banking and Finance(IIBF)

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Shimla, Himachal Pradesh, India

WORK EXPERIENCE

Collection Executive Wheels

AU Small Finance Bank

12/2020-10/2022

Shimla

Achievements/Tasks

Collection of instalments from bucket X-180, cash handling, cash depositing, visiting customer address for Collection of overdue payments, Customer relationships, Fair debit Practices.

Contact: Daleep Kumar - Team Leader

Team Leader

DEG TEG Collections

06/2015-04/2020,

Shimla

DEGTEG Collections is Collection and Recovery Associate based in Shimla Himachal Pradesh.

Handling portfolio of L&T Finance Ltd(auto loan) in Himachal Pradesh.

- Job responsibilities include contacting client with past due payments, collecting outstanding payment via one time and negotiated installment methods, facilitating internal and external audits via sound and documentations, setup and update customer account, handling team of collection executive, cash handling, backoffice management, achieving daily and monthly basic collection targets, collection of EMIs, settlements, repossession, MIS management.

Contact: Jaspreet Singh - Agency Manager

EDUCATION

Study Program

Rayat Bhara Institute of Engineering and Biotechnology, Chandigarh

05/2010-05/2014,
B.Tech IT

Chandigarh

- 67%

Secondary Schooling

DAV Lakkar Bazar Shimla HP

2010,
Non-Medical

Shimla

- 78%

Matriculation

DAV Kumarsain

2008,
Courses

Shimla

- 80%

SKILLS

Repayment Plan Structuring

Fair Debit Practices

Team Supervision

Cash Handling

MIS report

Team Handling

Email Handling

Payment Processing

Payment Collection

Customer Relationship

MS Excel

MS Office

CERTIFICATES

Debit Recovery Agent (DRA)

- Certified Debit Recovery Agent DRA from IIBF

INTERNSHIP TRAINING

Department of Information and Technology Kasumpti
Shimla HP (10/2013 -03/2014)

Training project-UIDAI Call log data Entry

Briton Institute Chandigarh

Asp.net

LANGUAGES

English

Full Professional
Proficiency

Hindi

Full Professional Proficiency

HOBBIES

Playing cricket

Surfing internet

Listening music