

Himanshu Kakran

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Intend to secure a conductive and challenging opportunities attains and proves my expertise and excellence by contributing my best to the organization through perseverance, dedication, confidence, smart work and discipline.

Business Skills

- Collection & Recovery
- Agency Management
- Revenue Management
- Team Management
- Customer Relationship
- Training & Development

Professional Synopsis**Jan'2022 – Till Date**

- **Organization:** L&T Finance Limited.
- **Designation & Period:** ACM-Collection (TW) Jan'22 to till date.
- **Location:** Delhi NCR.

Roles and Responsibility

- Coordinate activities of staff members to ensure a smooth and efficient department that reduces the number of cases that are overlooked.
- Create and implement strategies to increase the number of successful collections on outstanding debt.
- Run reports and analyze data pertaining to the department and share with channel as needed.
- Review with Agencies regarding customer issue.
- Reconcile receipts of Agencies on Regular Basis & coordinate with operations for their given time limit.
- Handling Soft & hard bucket Collection Agencies, downloading allocation & targets to agencies on daily, weekly & monthly basis.
- Coordinating with operations with banking related & ECS, insurance & other issue & resolve them with in time.
- Personal visit for HIGH collectable cases.
- Maintaining the Agency Allocation, Payment file and Performance MIS.
- Maintaining and updating Comparison, DRR, MRR and QRR reports for self-assessment. Updating the Daily visit report (DVR) for the purpose of follow up on critical Cases.
- Following up with clients; implementing collection strategies and sticky accounts to ensure achievement of pre-set targets.

Nov'2018 - Jan'2022

- **Organization:** Bussan Auto Finance India Pvt. Ltd.
- **Designation & Period:** Assistant Manager-Collection (TW / PL, 3W & 4W) Nov'18 to Jan'22.
- **Location:** Delhi, Western-U.P, Uttarakhand & Jaipur.

Roles and Responsibility

- Monitoring collection figures across portfolio against the overall target
- Maintaining the Agency Allocation, Payment file and Performance MIS.
- Maintaining and updating Comparison, DRR, MRR and QRR reports for self-assessment.
Updating the Daily visit report (DVR) for the purpose of follow up on critical Cases.
- Following up with clients; implementing collection strategies and sticky accounts to ensure achievement of pre-set targets.
- Deciding suitable action in case of defaulters.
- Regular review of the portfolio in terms of Workable/Non workable and Skip cases.
- Evaluating outstanding and delinquent cases; monitoring overdue charges for tenure over cases.
- Rendering regular feedback to the collections team on the portfolio performance, quality of sourcing & market trends.
- Coordination with all banking branches for Cash/Neft /Imps/ deposits of flow cases.

Nov' 2016 – Nov'2018

- **Organization:** Bussan Auto Finance India Pvt Ltd. (IKYA payroll)
- **Designation & Period:** Finance Cordinator- Sales / Marketing & Collections Nov'16 to Nov'18
- **Location:** Delhi NCR

Roles and Responsibility

- Customer Relationship Management
- Finance Customer as per he needs
- Loan disbursement
- CIBIL check & disburse the loan if profile is ok with company policy.

Achievements

Won the Best Employee Award in Sales / Marketing & Collections for the period of Mar'2016 to Mar'2017.
Won the Best Employee Award in Collection for the period of Mar'2019 to Mar'2020.

Computer Skills

MS Office: Basic knowledge of MS Word, MS Excel, MS PowerPoint & Email-Outlook & LMS.

Strengths

- Ability to work with cross functional and cross cultural teams.
- Ability to learn fast.
- Positive attitude
- Ability to negotiate and influence.

Subject of interest

- Have a keen interest in Corporate Communications
- Interested in travelling, visiting new places, and meeting with peoples.
- Internet

Educational qualification

2018	M.B.A from Amity University
2015	BA from DU University
2011	Intermediate CBSE
2009	High school CBSE

Personal detail

Name : Himanshu Kakran
Father's name : Late Mr. Narendra Kumar
Permanent add : H.no-446/1, Street no-8 durga puri extn., Shahdara Delhi-110093
Date of Birth : 26/01/1994

Declaration

I hereby declare that all the above information is true and to the best of my knowledge.

Himanshu Kakran