



**Monika
Sharma**
Collection Professional

Contact

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Skills



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 <i>ICICI Bank Ltd.</i> <ul style="list-style-type: none">Managing collection agencies working for ICICI Bank for Bucket 1 and recoveryManaging multiple collection agencies working for ICICI BankExpertise in all buckets including write-offHandling pilot batch of PCB and Single viewVendor Performance ManagementResponsible for meeting targets in defined buckets.
2015-09 - 2018-10	Supervisor <i>HDB Financial Services Pvt. Ltd.</i> <ul style="list-style-type: none">Leading a team of 19 Team members for HDFC Bank Loans CollectionsTeam includes 1 ATL & 18 Tele CallersResponsible to meet the respective TargetsMaintaining Daily MIS reports, Data AnalysisMonthly reviews with ClientsData Management.
2014-12 - 2015-09	Team Leader <i>IndusInd Marketing & Finance Ltd.</i> <ul style="list-style-type: none">Leading a team of 23 Team members for IndusInd Bank Agriculture Loans CollectionsTeam includes 23 Tele CallersInteractions with the Clients consists of CLMs, ManagerResponsible to meet the respective TargetsMaintaining Daily MIS reports, Data AnalysisMonthly reviews with ClientsData Management.
2014-01 - 2014-07	Assistant Manager <i>Elevate BPO Call Services</i> <ul style="list-style-type: none">Leading a team of 12 Team members for ICICI

	<ul style="list-style-type: none">Bank Auto Loan CollectionsTeam includes 12 Tele CallersSkip Tracing Activities through Web and Physical visitsResponsible to meet the respective TargetsInteractions with the Clients consists of AMs, ManagerMonthly reviews with ClientsData ManagementIntroducing R&R programs for team welfare.
2012-10 - 2013-12	<p>Assistant Manager</p> <p><i>Om Innovation Call Services Pvt. Ltd.</i></p> <ul style="list-style-type: none">Leading a team of 2 Team Leaders, 3 AsstTeam Leaders and their 53 Team Members for MNYL Renewals CollectionsResponsible for Renewals portfolio of Max New York Life Insurance of around 57 Lac policies in a monthTeam includes 53 Tele Callers for Due, Grace, Lapse, lapse 1, Lapse 2, Lapse 3Skip Tracing Activities through Web and Physical visitsResponsible to meet the respective TargetsInteractions with the MLI Clients consists of AMs, Manager, Chief Manager and VPMonthly reviews with Clients in MLI HOData Management.
2011-03 - 2012-05	<p>Sr. Team Leader</p> <p><i>Om Innovation Call Services Pvt. Ltd.</i></p> <ul style="list-style-type: none">Leading a team of 1 Team Leaders, 1 ATL & Their 26 Team Members for MNYL Renewals Collections (Soft) portfolioResponsible for entire Exit Locations Portfolio of Max New York Life InsuranceResponsible to meet the respective TargetsData Management.
2008-07 - 2011-02	<p>Team Leader</p> <p><i>Om Innovation Call Services Pvt. Ltd.</i></p> <ul style="list-style-type: none">Leading a team of 1 Team Leader & Their 26 Team Members for Renewal Collections of their policiesResponsible 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 -
2008-06

Astt.Team Leader

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 -
2007-07

Tele-Caller

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)

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

Personal Information

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

Certifications

DRA