



SARBJIT SINGH MONGA

OPERATION MANAGER

CONTACT

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PROFESSIONAL SKILLS

- Cost Control and Budgeting.
- Drive for Result.
- Time Management.
- People Management.
- Coaching and Mentorship.
- Effective Communication.
- Compliance and Risk Management.

ACHIEVEMENTS

Strategic Agility - In 3 months recorded 50% improvement in retaining re-loan customers from 40 to 60% by driving customer experience.

Leadership - Increase collection performance level across buckets by 20% simply by introducing TL's EOD performance summary using 'What?', 'How?' and 'Why?' methodology.

PROFILE

A peak performer and result focused professional with 17 years of experience in Customer Service Industry, I bring forth a unique set of knowledge and skills, which include an in-depth understanding of business processes structured methodologies and superior leadership capabilities in customer service delivery, mentoring, outbound collection, forecasting, and scheduling.

WORK EXPERIENCE

[Hi-Tek Syndicate Pvt Ltd] [Collection Manager]

[May'22 – Till Date]

[Working as a Collection Manager in Core-Collection. Project- HDFC Bank Auto loan and Two-wheeler Loan Bucket 1—6]

- End to end responsible for performance of buckets and keep NPA within tolerance level to ensure profit margin are met.
- Keep close watch on compliance adherence and quality adherence.
- Handling high end escalations and provide appropriate resolution.
- Adhere prescribed scripts and maintained friendly but firm attitude with full knowledge of contractual requirements and legal remedies.

[PC Financial Services Ltd] [Operation Manager]

[Aug'19 – Nov'21]

[Worked as an Operation Manager in tele-collection. An app based B2C micro lending platform-Cashbean, run by PC finance and funded by Opra Software.]

- Manage a span of 100~120 FTE's, supported by 2 AM's and 8 TL's.
- Ensure the KPI and KRA's will be met on every level.
- See hiring and training need are met qualitatively.
- Handling high end escalations and provide appropriate resolution.
- Documenting the performance of the best team members and sending it for evaluation to the top management for their growth.

AWARDS

- Overall Exceptional Performance Award – AEGIS
- Consistent Performer Award – Home Credit

TRAINING UNDERGONE

- Attend Landmark Forum seminars for professional and personal growth.
- MDA training for enhancing the managerial skills by Home Credit.
- DRA Certified by IIBF.

ACADEMIC CREDENTIALS

Graduation (B. Tech).
GGSIU University, New Delhi.

XIIth from GBSSS. (Main).
Rajouri Garden, New Delhi.

Xth from Shadley Public School
Rajouri Garden, New Delhi.

IT SKILLS

MS Office (Incl. Advanced Excel)

WORK EXPERIENCE

[Home Credit India Finance Ltd] [Senior Team Leader]

[Mar'16 – Oct'18]

[Worked as a Senior Team Leader in Customer Care and Tele-collection. Bucket X—Bucket 3 “Consumer Durable Loan Collections.”]

- Responsible for overall performance for the Punjab region.
- Handle the team of 30 people, setting the targets for team to achieve it.
- Monitoring compliance adherence through audits at regular intervals.
- Responsible for customer service and queries by delivering the high-end quality standard resolutions within stipulated time.

[Aegis Ltd] [Team Leader]

[May'09 – Mar'16]

[Worked as a Team Leader in Tele-collection. Bharti Airtel Bucket X “Fixed Line Support & Collections.”]

- Handle the team of 25-40 people, setting the targets for team to achieve it.
- Developing a positive working environment to enhance productivity through personal impact by way of team meetings, 1:1's etc.
- Monitoring compliance adherence through audits at regular intervals.
- Ensure the KPI and KRA's will be met on every level.
- See hiring and training need are met qualitatively.
- Control voluntary attritions.

[Effort BPO] [MIS-Team Leader]

[Nov'08 – May'09]

[Worked as a Team Leader in MIS – RBS Credit Card Bucket X “Collection.”]

- Auditing collection agencies bills.
- Analysis of data and producing various reports.
- Maintaining records of daily collections and managing reconciliations.
- Preparing MIS reports to provide feedback to top management on financial performance.

[Caretel Infotech Ltd] [Team Leader]

[Jan'06 – Oct'08]

[Worked as a Team Leader in Back-Office. ICICI Bank Loans Bucket X and 1 “Collections.”]

- Responsible for handling the collections of home and consumer loan.
- Agency management- Handling external collection agencies.
- Managing and monitoring the performance of backend and field executives to ensure efficiency in banking operations.
- Coordinating with FPR's, Collection Managers Area, Regional and Zonal Managers for overall Bucket performance.