



DAYANANAD N R

EXPERIENCE

March 2023 - Current

Collections Manger [Wheeled flow] HeroFinCorp Ltd | Shimoga

- Developed team communications and information for meetings
- Thorough knowledge in field so finance and banking
- Collaborated with team members to achieve target results
- Met schedule using excellent planning and coordination skills
- Maximised customer engagement and satisfaction by delivering excellent customer service
- Met budget targets through responsible planning and resource allocation
- Supervised work of contracted employees to deliver work on schedule
- Exceeded goals through effective prioritisation and consistent work ethic
- Promoted safe working environment by implementing regulatory standards, policies and guidelines.

October 2016 - March 2023

Manger [Auto Loan Collections] HDFC BANK Ltd | Hassan

- Met budget targets through responsible planning and resource allocation
- Supervised work of contracted employees to deliver work on schedule
- Developed team communications and information for meetings
- Met schedule using excellent planning and coordination skills
- Maximised customer engagement and satisfaction by delivering excellent customer service
- Trained and mentored employees to maximise team performance
- Collaborated with team members to achieve target results
- Updated databases while complying with GDPR regulations
- Exceeded goals through effective prioritisation and consistent work ethic
- Prepared orders to deliver excellent presentation and quality standards
- Promoted safe working environment by implementing regulatory standards, policies and guidelines.

January 2014 - January 2016

Senior Recovery Executive [All the product] MF Process & Solutions Pvt.Ltd | Hassan

- Managed bookings to optimise team availability
- Produced high-volume orders to effectively meet customer demand
- Handled customer concerns and escalated major issues to supervisor

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RESUME OBJECTIVE

Motivated Collections Manger with 13 years of progressive experience. Energetic self-starter and team builder. Navigates high-stress situations and achieves goals on time and under budget. Detail-orientated Collections Manger adept at making critical decisions, managing deadlines, and conducting team reviews. With expertise in analysis and quantitative problem-solving skills, dedicated to company growth and improvements. Trustworthy Collections Manger practical experience and dedicated work ethic Self-motivated to consistently provide first-class results in line with stringent targets and deadlines. Confident Collections Manger successful at increasing monthly revenue using insightful marketing strategies and aggressive product development. Skilled at understanding customer and employee requests and meeting needs. Dedicated Collections Manger with experience in achieving tangible results and achieve goals

HOBBIES

- Cycling
- Listening to music
- Mountain climbing
- Sports (Athletics Basketball)
- Reading
- Scuba diving
- Swimming

PERSONAL INFORMATION

- Father's Name: Rangappa
- Age / Date of birth: 14/03/1982
- Gender: Male
- Nationality: Indian
- Marital status: Married

EDUCATION

01/2008

Bachelor of Arts | Arts

I.D.S.G First Grad College,
Chikmagalur, KARNATAKA

01/2005

PUC | Arts

Govt P.U College, Chikmagalur,
KARNATAKA

01/2003

SSLC

Govt Joiner College, Chikmagalur,
KARNATAKA

- Troubleshoot problems and diagnosed system faults
- Picked up additional tasks to aid team success.

February 2011 - January 2014

**Branch Incharge [All the product] Sri Ram Transport Finance co
Ltd** | Mysore

- Managed bookings to optimise team availability
- Customised customer experiences to build brand loyalty
- Spoke to customers in multiple languages to resolve problems and answer questions
- Guided teams in product merchandising and inventory management
- Exceeded goals through effective prioritisation and consistent work ethic
- Demonstrated consistent hard work and dedication to achieve results and improve operations
- Diffused challenging situations using conflict management techniques.

KEY-STRENGTHS

- Problem solving, leadership and communication skills are some of the qualities developed from my experience as an able customer relations representative
- Flexible attitude, with good human relationship skills, adaptable to different situations in a multicultural environment and a quick learner
- Being working at different levels in the bank helped me in developing into a well-rounded personality
- Proficient with banking related legal obligations and procedure.
- I am enough confident to take up a challenging task in the field of Retail Banking Operations and Customer Service.
- Thorough knowledge in field so finance and banking.

CORE QUALIFICATIONS

- Collections proficiency
- Prescription collections
- Bottom Line Loan Master Loan Servicing
- Telephone collections
- Account collections
- Database automation
- Loan analysis

LANGUAGES

English: First Language

English:  C2
Proficient

Kannada:  C2
Proficient

Hindi:  C2
Proficient