

HARUN AKHTAR

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Career Overview

Over 14+ years of experience in collections FI Credit Card sales, Banking and finance sectors. Proficient in achieving goals and targets on monthly, quarterly, and yearly basis.

Areas of Exposure

Managing operations and collection of the organizations
Identifying key accounts and strategically secure profitable business.
Ensuring maximum customer satisfaction by providing pre/post technical assistance and achieving delivery and quality norms.

Professional Credentials

CLUB Mahindra Holidays And Resorts India Ltd

Sr. Team Leader

Location DELHI

3Rd Oct'2021 to till now

Take care ASF (ANNUAL SERVICE FEE)

Team Handling leading 8 CRE

1. Giving Tanning to the Collection Officers (Field Officer).
2. Regular review of team performance & guidance to team members.

CONNEQT CORP BUSSNESS SOLUTION LTD

Sr. Team Leader

Location Karnal

Aug- 2017 to 2nd Oct'2021.

3. (Agriculture loan) Team Handling, leading a team of 14 CRE team members.
4. Giving Tanning to the Collection Officers (Field Officer).
5. Regular review of team performance & guidance to team members.
6. Take care of Referral to NPA Accounts



HT HINDUSTAN TIMES (COLLECTON ANNUAL SUBSCRIPTION)

Team leader

Feb-2014 till Aug-2017.

Location: Delhi

Job responsibility:

7. Handling Collection Agencies (three Agencies).
8. Team Handling, leading a team of 2 RO, 2 TLS and 19 CRE team members.
9. Regular review of Collection Agencies & team performance & guidance to team members
10. Monthly Collection Agencies audit.
11. Giving Training to the Collection Officers (Field Officer).
12. Regular review of team performance & guidance to team members.

Achievements

Monthly, Quarterly & Yearly Achievement of Acquisition & Revenue Targets.

Always achieved more than 95 % of the collection target.

Managing secondary sales, revenue, and activation and CAF management.

Monitoring of Monthly Collection Agencies and customer services.

HDBFS (Credit Card Collection Bkt X)

Sr. Collection Officer

Sep-2010 till Sep-2013

Location: Delhi

Job responsibility:

13. Coordinating members for maintaining healthy portfolio by quality credit, high ticket size, collection from customers in delinquency with team.
14. Team Handling, leading a team of 20 CREs.
15. Letters receive from the customers for card cancellations.
16. Retain and convince customer & Suggestion of new product and policy from the customer's feedback.

Achievements

Coordinating members for maintaining healthy portfolio by quality credit, high ticket size, collection from customers in delinquency with team.

Always achieved more than 100% of the Collection target.



SERCO BPO (Credit Card Collection Bkt X)
Collection Officer (Collection....GE SBI CARDS)
Location: Delhi
July 2009 to July 2010

Call to customer about over dues and generate Leads for filed cash/chq pickups
Co-ordinating with CREs and customer, Handling 4 of CREs team.
Achieving Collections target weekly and monthly

Special Achievements:

After 3 months become Pickup's verifier and after 6 months become ATL (Asst. Team Leader)
Won awards for Star of the month (wrist watch from the Area collection Manager).

Academic Qualification

B.A. Delhi University
10+2 CBSE Delhi
10th CBSE Delhi

Computer Skills:

Dos, Window, Word, Excel, Power Point & Outlook.
Complete **DRA** (DEBT RECOVERY AGENT) Training.

Personal Details

Father's name-	Mr.Naeem Akhtar
Date of birth-	16/10/1984
Languages known-	English, Hindi
Permanent address-	C\O Naeem Akhtar Y- 1628 Mangol Puri New Delhi 110083
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Date-

Place: Delhi

Harun Akhtar
Signature

