

# PRAVESH PRASAD

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## OBJECTIVES

Seeking for an opportunity to apply my knowledge and skill enabling to achieve organization goals and strive to move towards my career path.

## EXPERIENCE

**Club Holizone & Resorts Pvt. Ltd. From 15<sup>th</sup> Dec 2021 to till date.**

### Collection Manager

#### RESPONSIBILITIES:-

- Responsible for EMI collection of Varanasi, Ghazipur, MAU, Azamgarh, Jaunpur, Bhadohi location.
- Handling X - 7+ Bkt cases.
- Handling 25 on roll field collection executive.
- Handling 3200 cases in a month.
- Weekly wise FCE's performance for achieve monthly targets.
- Regular self-follow up to high value of cases.
- Coordinating with sales team to know case history of default clients.
- A keen strategist with expertise in managing entire collection with key focus on collection.
- Monitoring and maintaining the company's reputation and upholding the company's value and culture.
- Maintaining daily collection MIS.
- Maintain feedback of each clients.

**TVS Credit Services Ltd. From 24<sup>th</sup> Dec 2018 to 04<sup>th</sup> NOV 2021.**

### Collection Manager RESPONSIBILITIES:-

- Responsible of TW EMI collection at Azamgarh & Mau location.
- Handling X - 7+ Bkt cases of Azamgarh & MAU location.
- Handling 21 On Roll field collection executive.
- Handled 4000 cases in a month.
- Responsible for the collection process regarding outstanding receivables.
- Doing visits with FCE's on defaulter customers.
- Handling 4 collection agency.
- Coordinating with Credit & Sales team to know case history of default customers.
- Handling collection of DCC, PDC & write off portfolio with collection team.
- Repossession of Vehicle of defaulter customers.
- A keen strategist with expertise in managing entire collection with key focus on collection.

- Recovery management through monitoring of collection & recovery process thereby maximizing revenue generation & minimizing irrecoverable debts.
- Handling high value cases/ defaulters/ insolvent clients and initiating appropriate legal action against them.
- Maintaining daily collection MIS.
- Maintain feedback of each customers.

**Vodafone Idea Ltd. From Oct 2012 to 23<sup>rd</sup> Dec 2018.**

### **Collection Executive**

#### **RESPONSIBILITIES:-**

- Responsible for all Involuntary data & manage proactive churn.
- Manage overall corporate Involuntary data.
- Handling BKT wise collection data.
- Handling three collection agency for collection of Individual & Corporate accounts.
- Every week follow-up to every Store & Mini store for customer problems.
- Regular visit to involuntary customer & VF collection agency for capturing and resolve the problem of subscriber within TAT.
- Regular visit on corporate data which is given us high revenue.
- Regular visit on Individual customer which is given us high revenue.
- Daily amount given to banker of which amount when customer came to direct office of his bill payment.

### **Retention Executive**

#### **RESPONSIBILITIES:-**

- Responsible for all Involuntary / Voluntary Churn & manage proactive churn.
- Providing after sales service to our post-paid subscribers including PGTD & High ARPU base at the zone.
- Process implementation of Retention & Churn to Vodafone Store & Vodafone Mini Store for prospects churn walk-ins.
- Responsible for postpaid retention of Vodafone Store, Vodafone Mini Store & all touch points.
- Regular visit Voluntary / Involuntary subscriber & VF collection agency for resolving subscriber queries within TAT.
- Analyses of root cause of Voluntary churn and based on customer voice find innovative methods of controlling churn.
- Ensuring regular Retention trainings at all touch points.
- Proper coordination with collection department to resolve customer query at frontline.
- Direct interaction with customer on their place and solving their issue for retaining.
- Coordinating with the variance department to solve the subscriber problem.
- Forward any sales lead to Vodafone Store.

**Vodafone Digilink Ltd. From Jul 2008 to Sep 2011.**

### **Frontline Customer Care Executive**

#### **RESPONSIBILITIES:-**

- Working as a front-end customer care executive at Vodafone Store.
- Handling our valued subscriber's queries & also providing them the resolution. ➤ Promoting the Value Added Services.
- Specialization in doing the configuration settings in all the major handset for Vodafone live! (GPRS, MMS) services.
- Promoting & upselling Data packs & Data card.
- Assist subscriber about Dongle & our internet service & Upselling the same.
- Performed all the work of front end job regarding to sales and services.
- Coordinate with other department in case of problem in VAS.

### **Achievement:-**

#### **Awarded to best RNR Executive**

- Apr'15 to Jun' 15
- Oct' 15 to Dec' 15
- Oct' 16 to Dec' 16

### **Academic Qualification:-**

- Graduation from Purvanchal University with B.A since 2006.
- Intermediate from U.P Board since 2003.
- High school from U.P Board since 2001.

### **Personal Information:-**

Name	Pravesh Prasad
Father's Name	Late Bhrigu Prasad
Mother's Name	Late Lalti Devi
D.O.B	01st September 1985
Permanent Address	D65/138 H-1 Mishirpura Lahartara Varanasi
Marital Status	Married
Sex	Male
Nationality	Indian
Language	English, Hindi

### **Declaration:-**

All the details provided above are to the best of my knowledge and if any deviation is found in the above mentioned information. I'll be the responsible for the same.

Date:-

Place:-

( Pravesh Prasad )

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