

**SHUBHASHEESH GUPTA**

✉: GB-5, Narayantala West, Kolkata - 700059  
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11-Mar-23

HR Manager

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Sir/Madam,

I am submitting herewith my resume for your perusal and favorable consideration for suitable position in your esteemed organization.

Review of my credentials will indicate that I am a qualified and high performing individual with excellent professional and technical skills achieved via rich cross-functional exposure across the industry.

**Achievements:**

- (1) Received three recognitions for Pan India best performance from Mr.Puneet Chaddha – Head Asia PacificHSBC & Mr.Nick Winsor
- (2) Received promotion from Band 2L to 2H in HSBC Bank
- (3) JAIIB from Indian Institute Of Banking & Finance & B.Com (H)

A tour through my enclosed resume shall take you through the details and I am confident, in my credentials you would find a perfect fit for the said job. Thanks for sparing your time.

I would appreciate the chance to meet with you in person to discuss as to how I could be a vital part of your organization.

Thanking you in anticipation.

Yours sincerely

**Shubhasheesh Gupta**

## **Shubhasheesh Gupta**

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### **SUMMARY**

Professional with over 18 years of experience in Management of Multi Disciplinary Teams, Vendor Management, Relationship Management, Collections and general management functions primarily in the banking & finance industry

### **EXPERIENCE**

#### **Sep 2021 – Till Date Axis Finance Ltd**

**East**

##### **Senior Manager – Collections**

- Portfolio comprises of Loan against property, Home Loan, Business Loan & Personal Loan
- Area includes West Bengal, Odisha, Chattisgarh, Bihar, Jharkhand & Assam
- Manage overall 30+ and NPA
- Enforcement of SARFAESI
- Follow up for section 25, section 138 cases with empaneled advocates
- Geographical and profile demarcation for improvement in credit quality
- Managing team and collection vendors
- Resolution of escalations and customer complaints
- Resolve audit queries and adhere to processes

#### **Jun 13 – Aug 2021 HINDUJA LEYLAND FINANCE LIMITED**

**West Bengal**

##### **State Manager – Commercial Vehicles Loans**

- Led commercial vehicle finance business for West Bengal
- Responsible for managing P/L of West Bengal
- Responsibilities included managing profitability of 17 branches throughout West Bengal
- Manage 30+ & NPA
- Sanctioning authority limited to INR50 lacs per application

#### **Oct 07 – Mar 12 TATA MOTORS FINANCE LIMITED**

**Kharagpur/West Bengal**

##### **Senior Manager**

- Managed Kharagpur branch as branch manager for commercial vehicle finance, car loans, used vehicle finance through inhouse team, dealer DSA and DSA
- Earlier headed the collections function as State Head in West Bengal & Sikkim from 2007 to 2009, and managed the loan portfolio for NPA and collections for car and commercial vehicles of TMFL

#### **Aug 05 – Oct 07 HSBC**

**Kolkata**

##### **Assistant Manager-Consumer Credit Risk (Eastern India)**

- Responsibility included lesioning with all HSBC bank branches for Home Loans, SME and factoring business
- Managed collection agencies for home loan, SME collections
- Repossessed 37 properties in single month, which were mortgaged under fraudulent transactions, and won recognition for the highest recovery in the industry in the region
- Recognized as the PAN-India best performer in the project '239' for 3 consecutive months, and received the certifications from the CEO of the company
- Recognized as the best performer in the country in the project 'Action 500+' for achieving best flow rates in the country
- In recognition of professional excellence; Got promotion from Band 2L to Band 2H in March 2007

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<b>Jan 04 – Aug 05</b>	<b>ICICI BANK LIMITED</b>	<b>Kolkata</b>
	<b><i>Senior Officer – Collections (Home Loans)</i></b>	
	<ul style="list-style-type: none"> <li>▪ Managed a team of 5 members, collection agencies and handled a collection portfolio of 2500 accounts</li> <li>▪ Led the collection activities including calling, field collections, litigations, and dunning, and reduced the collection portfolio to 850 accounts in 1 year</li> <li>▪ Steered campaigns to reduce the net credit loss through effective management of agency managers and curing of delinquent accounts</li> <li>▪ Identified training requirements for the collection team and conducted training programs on credit knowledge</li> </ul>	
<b>Feb 03 – Jan 04</b>	<b>STANDARD CHARTERED BANK</b>	<b>Kolkata</b>
	<b><i>Officer – Relationship Management</i></b>	
	<ul style="list-style-type: none"> <li>▪ Achieved the revenue target of INR 1 crore within two months of joining through effective cross selling of insurance products, and promotional schemes</li> <li>▪ Developed strategies to improve customer relations through formal and informal channels, which enhanced the customer satisfaction and cross selling instances</li> </ul>	
<b>Jul 02 – Feb 03</b>	<b>ADFC</b>	<b>Kolkata</b>
	<b><i>Customer Service Executive</i></b>	
<b>May 02 – Jul 02</b>	<b>INFO VISION</b>	<b>Bhubaneswar</b>
	<b><i>Customer Service Associate</i></b>	
<b>Aug 99 – May 02</b>	<b>MONOLINA ENTERPRISE</b>	<b>Kolkata</b>
	<b><i>Collection Officer</i></b>	
<b>Aug 98 – Feb 99</b>	<b>GROUP-4, SECURITIES GUARDING INDIA LIMITED</b>	<b>Bhubaneswar</b>
	<b><i>Account Assistant</i></b>	
<b>Jul 98</b>	<b>LIFE INSURANCE CORPORATION OF INDIA</b>	<b>Bhubaneswar</b>
	<b><i>Insurance Advisor</i></b>	

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**EDUCATION**

1999	<b>B.J.B COLLEGE, UTKAL UNIVERSITY</b>	<b>Bhubaneswar</b>
	Bachelor of Commerce (Hons)	

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<b>TRAINING</b>	Negotiation Skills   Six Sigma Process Training   Communication Skills
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<b>INTERESTS/ ACTIVITIES</b>	Assist NGOs in projects related to setting up of solar lighting systems across West Bengal
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<b>PERSONAL</b>	Date of Birth: Apr 5, 1979
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