



kailash mandal

Expertise in Transaction Monitoring, Escalation Management, and Process Management SLA and stake holder Management and Call Monitoring. Proficient in Windows, MS Office, Excels in Collection Process and Complaint Resolution within strict timelines.

GET IN CONTACT

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PERSONAL DETAILS

- Total Experience 8 Years 6 Months
- Current Location New Delhi
- Date of Birth Jan 01, 1987
- Gender Male
- Marital Status Married

SKILLS

- Transaction Monitoring
- Escalation Management
- Process Management
- SLA Management
- Operations Management
- Hardship Managent Collection
- Quality Analysis
- Call Monitoring
- Collections Process
- Chargeback
- Vendor Management

TECHNICAL SKILLS

- Windows
- MS Office
- MS Office PowerPoint
- Ms
- MS Office Word

LANGUAGES KNOWN

- hindi

PROFILE SUMMARY

7+ years of experience in Customer service and account management. financial product sales. People management team handling. process improvement. Resolving high level of escalation by follow up with satke holder and giving resolution within TAT.

EDUCATION HISTORY

Post Graduation

Course	MBA/PGDM(Marketing)
College	Maharishi Dayanand University
Year of Passing	2011
Grade	58%

Graduation

Course	B.A(Political Science)
College	Guwahati University
Year of Passing	2008
Grade	4/4

Class XII

Board	Assam
Medium	English
Year of Passing	2005
Grade	50-54.9%

Class X

Board	Assam
Medium	Hindi
Year of Passing	2003
Grade	40-44.9%

WORK EXPERIENCE

Dec 2017 to Present

Assistant Manager at SBI Cards & Payment Services

- english

collection process management resolving complain within TAT follow up with stake holder call audit calibration adherence of time line with other department. Vendor manager chargeback team handling

Jul 2015 to Dec 2017

Customer Service Executive at Intelenet Global Services pvt ltd

I need to handle the snapdeal seller concern regarding the training and content. I have to resolve the concern through mail and call.

Sep 2013 to Jan 2015

business executive at ATS Services Private Limited

1. calling to customer 2. increase the collection volume 3. Giving information to customer about the settlement 4.