

MADHUGANI RAKESH YADAV

Phone:+91-9908962545,9573709760

Email:hayanandme@gmail.com

Present Address:Plot.No.204,H.NO.30-253/7/2,P.B.Colony,P.B.Nagar ,Old Safilguda, Hyderabad,Telangana-500056

Permanent Address: H.No.5-71, Near Mahakali temple, Old Malkajgiri, Hyderabad,Telangana-500047

### **OBJECTIVE :**

I would like to obtain a position in an Organization with a stimulating and interactive environment.

I would like to provide considerable contribution to my area of work where my knowledge and skills can be utilised.

### **PROFESSIONAL SUMMARY**

Enthusiastic and ambitious with experience in Banking,Collections and Customer Service.

Exceptional ability to connect with people and understand their wants, needs, and desires

### **EMPLOYMENT HISTORY**

Senior Representative-Skip Agent, Synchrony International Services Private Ltd.

Feb-2016 to Present

Skip tracing with regards to locating a customer and helping them to be current on there payments.

Working with Delinquent customers to understand there problems and cure the delinquency.

Contacting customers with past due accounts to formulate payment plans and discuss restructuring options.

Performing collections on past due accounts aged over 30 days whenever the contact is established.

Maintaining a successful rate of Payment Promise.

Senior Analyst, Global Logic Technologies Private Ltd.

(Nov-2010 to Aug-2014)

Worked for Client : Google India

Interacted with Customers and updated latest information as a part of Data Curation.

Maintained Productivity Analysis Reports.

Handled Report generation of Production and Quality metrics.

Co-ordinated with all the internal customers to achieve Client Requirements.

Collectively charted out methods for Quality improvement for the Team and the Agents.

Conducted Team briefing sessions around Policy and SOP.

Assistant Manager, Axis bank Private Ltd.

(Mar-2009 to Aug-2010)

Worked for the Centralised Collections and Payments Hub - NPC.

Interaction with all the Axis bank branches regarding queries related to Cash management Services offered to the clients and CMS Cheque realisation follow-up.

Monitored and helped the branches with CMS related queries.

Handled reconciliation of CMS A/C's for all the CMS enabled branches.

Maintained consistency in following up with branches for faster realisation of cheques as per the arrangement made by the CMS client by sending mails and making telephone calls.

Provided accurate and timely information to the superiors in coordination with established Escalation matrix and maintained compliance.

Customer Care Executive, HSBC EDPI Ltd.

(May-2007 to Nov-2008)

Worked for Regional Contact Center - Middle East.

Professionally answered calls daily for both Internet banking and Phone Banking Customers.

Conferred with customers about concerns with products or services to resolve problems and drive Customer Experience.

Achieved satisfaction ratings through consistent, proactive resolutions of customer issues on first call.

Processed Debit and Credit card payments and offered value added services to the customers.

Responded to customer inquiries and concerns within set deadlines for all followup cases in regards to the TAT.

Mentored the Trainees for Internet banking.

## **EDUCATION**

Bachelor's Degree in Computer Applications.

(Jagruthi degree College)

Graduated in the year 2003 from Osmania University - Hyderabad, Telangana.

## **LANGUAGES**

English,Telugu,Hindi

## **SKILLS**

Collections Knowledge

Banking Knowledge

Good Interpersonal Skills

Good Written and Communication Skills

## **ADDITIONAL INFORMATION**

Father's Name : M.Narsing Rao

Date of Birth : 09.05.1982

Marital Status : Married

Nationality : Indian