

JYOTI CHAWLA

ASSISTANT MANAGER

Kolte Patil Mirabilis, Horamavu, Bangalore - 560043.
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“Results-Driven Assistant Manager – Collections | Proven Record in Collection target, Delinquency Reduction, Team Leadership & Process Optimization”

AREA OF EXPERTISE

Communication skills

Team Handling

Achieving Goals

KEY ACHIEVEMENTS

- **Platinum Champion for best customer experience for two consecutive quarters.**
- **Managed to complete the target within the timeline and was a team player also.**

PROFESSIONAL EXPERIENCE

Assistant Manager, Johnson Controls Pvt. Ltd.

May 2024 - Apr 2025

- Managed Customer Relations for North Florida region.
- Collection target achieved by 115% for the quarter Jan-Mar 2025.
- Managed escalation calls and emails for critical customer cases.

Management Trainee, Genpact India Pvt. Ltd.

Nov 2017 - May 2024

- Worked on SAP - Invoicing
- Got promoted as a Management Trainee and given process training to 8 People.
- Managed & Trained a team of 8 people.
- Managed 8 different LOB in terms of collections.
- Received recognition twice for the best team player and took highest Inbound and Outbound calls.

Collection Expert, Encore Capital Group.

Aug 2013- Oct 2017

Appreciated by senior training manager for Call Quality

- Maintained call quality for consecutive quarters.
- Provided technical expertise, contributing to a 15% reduction in system failures.

SME Escalation Desk, InterGlobe Technologies

Oct 2011-May 2013

Maintained Customer Centricity with highest calls

- Managed all the activities within the timeline

EDUCATION

Masters in English literature from St. John's College in 2004

Graduation from St. Johns College in 2002

Senior Secondary from UP Board in

High School from UP Board in

ADDITIONAL INFORMATION

- **Languages:** English, Hindi
- **Achievements:** Become a Winner of Platinum Champion for best customer experience in 2015
- **Activities:** Managed my team of 14 people in the absence of my manager
- Used to get the appreciation from senior training manager regarding the call quality
- Managed all the third party collection calls