


ROSHNI PARVEEN

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SUMMARY

Detail-oriented Assistant Manager offers more than 2-year progressive record of accomplishment in leadership roles. Establishes clear guidelines and enforces consistent policies to keep staff satisfied and on-target to achieve important objectives. Excellent relationship-building, multitasking and decision-making skills.

SKILLS

- Advanced knowledge of Excel and Data Presentation .
- Powerpoint
- WPS
- **DRA** Certified
- Certified course in **Office administration** from (**ICICI BANK ACADEMY FOR SKILLS**)
- **Tracing**
- Excellent knowledge of customer handling for collection and recovery .

EXPERIENCE

ASSISTANT MANAGER -COLLECTIONS BUSINESS OPERATIONS, 10/2023 - Current **Credgenics**, Noida

- Conducted regular performance reviews and provided feedback to team members.
- Developed strategies for improving customer service levels, productivity and efficiency.
- Coached, mentored and trained junior team members on their roles and responsibilities.
- Monitored staff performance through observation, audits and reports.
- Provided guidance to team members in resolving complex issues or complaints.
- Created and implemented effective processes for handling customer inquiries or problems.
- Collaborated with other departments to ensure smooth operations of the team.
- Assessed individual skill sets of team members and allocated tasks accordingly.
- Organized weekly meetings to review progress against goals and objectives.
- Established policies and procedures for the entire team to adhere to.
- Communicated regularly with senior management regarding project updates or changes.
- Ensured compliance with company policies as well as local laws and regulations.
- Maintained up-to-date records of all activities related to the team's operations.
- Managed day-to-day operations of the department while ensuring high standards of quality control.

- Maintained up-to-date records of employee attendance, payroll information, vacation requests.

ASSISTANT MANAGER, 09/2022 - 09/2023

Offshoot Solutions Pvt. Ltd, Noida

- Assisted in the development of operational strategies to ensure efficient and productive operations.
- Provided guidance and support to junior staff members on daily tasks, projects, and objectives.
- Conducted regular performance reviews for employees to identify areas of improvement.
- Coordinated with other departments to ensure smooth flow of operations.
- Developed a system for tracking inventory and ordering supplies as needed.
- Ensured compliance with safety regulations and company policies.
- Monitored employee attendance records, timekeeping, and payroll information.
- Managed customer service inquiries and complaints in a timely manner.
- Communicated regularly with customers to gain insights into their needs.

ASSISTANT MANAGER, 05/2021 - 09/2022

RNFI Services Pvt. Ltd, Noida

- Coordinated team activities and delegated tasks to ensure efficient completion of projects.
- Developed strategies for problem solving and conflict resolution among team members.
- Conducted regular performance reviews to assess individual team member progress.
- Provided coaching and feedback on employee performance, encouraging professional development.
- Created training materials and conducted group trainings on new processes or procedures.
- Monitored daily workflow to ensure adherence to established policies and procedures.

TEAM LEADER, 05/2019 - 04/2021

Smart Customer Service Pvt Ltd

- Coordinated team activities and delegated tasks to ensure efficient completion of projects.
- Developed strategies for problem solving and conflict resolution among team members.
- Conducted regular performance reviews to assess individual team member progress.
- Provided coaching and feedback on employee performance, encouraging professional development.
- Created training materials and conducted group trainings on new processes or procedures.
- Established clear expectations for employees, providing guidance when needed.

COLLECTION EXECUTIVE, 03/2018 - 02/2019

Enlist Management Consultant Pvt. Ltd.

- Researched and identified delinquent accounts for collection efforts.
- Negotiated payment arrangements with customers in order to settle past due accounts.

**EDUCATION AND
TRAINING**

Govt Girls Senior Secondary School

- **10th** Passed from CBSE Board
- **12th** Passed from CBSE Board
- **Graduate** from (MIRANDA HOUSE COLLEGE) Delhi University
- **Post Graduation** - Pursuing 1st year from Jesus and Mary college