

**Hemlata Tanwar**

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**Address for communication:**

WZ-68 F Main Bazar West Patel  
Nagar New Delhi-110008.

## **Curriculum Vitae**

### **Career Objective**

To succeed in an environment of growth and excellence and earn a job which provides me job Satisfaction and self-development and helps me achieve personal as well as organization goals.

### **Professional Experience**

#### **Rupifi Technology solutions Pvt Ltd.**

Worked as Asst collection Manager in Rupifi Technology Solutions Pvt Ltd from Jan 2021 .

### **Job Function**

- Handled Unsecured BNPL customers managing Calling team and field team.
- Personally, Interacting with high value accounts and disputed customers.
- Assuring field team agencies comply with strict Code of Conduct norms laid down by the company.
- Worked closely on Fraudulent cases when cases highlighted as Fraud.
- Planning and apply strategies for improve ROR percentage on monthly basis.
- Identify the accounts where needs to initiate the legal notices to resolve the cases.
- Handled NOC process for closing the accounts.
- Handled accounts activation after collecting the payment and after checking the facts on cases if customers are eligible for account activation.
- Handled customer Escalations regarding payments, settlements & services related issues.
- Handled Data upload on Dialer for calling on daily basis to start day to day calls.
- Handle Process of North, East and West Region.

### **MR Credops Services.**

Worked with Mr Credops Services as Team Leader from Jan'2019 to Sep'2021 for SBI credit card collections for 1 Year. After a year moved in Kotak credit card collections after year got promotion as Asst Manager. Where I was taking care of 3 processes, SBI credit cards, Kotak credit cards and Paytm Credit Line BNPL.

For all processes I was taking care of 1,2 & 3 buckets. In my team in total I was taking care of 20 calling agents and 15 Field Fos.

### **Hero Fincorp Ltd.**

Worked with Hero Fincorp as Senior Collection Executive for Two-wheeler loan, Personal loan & used car loan collection from Oct'2015 to Dec'2018.

### **SERCO BPO Pvt ltd.**

Worked with Serco Bpo as a Senior Collection Executive for SBI Credit Cards against FDs from Aug'2012 to Sep'2015.

### **CARETEL Infotech Ltd.**

Worked with Caretel Infotech Ltd as customer Service Representative for ICICI bank Personal loan & CV loans June 2009 to July 2012.

### **Delhi Investigator (DI).**

Start working with Citi Bank collection agency as Tele-caller for Citi Bank Credit Cards Collection Jan,2006 to May 2009.

## **Education Qualification**

- Graduated B.A. pass from Allahabad University in 2006.
- 12<sup>TH</sup> Passed from C.B.S.E in 2003.
- 10<sup>TH</sup> Passed from C.B.S.E in 2000.

## Basic Qualification

DRA certified from IIBF in 2019.

One Year Computer course from DICS.

- MS-OFFICE
  - MS-WORD
  - MS-POWERPOINT
  - MS-EXCEL

## Personal Details

Father's Name	:	Mr. Ashok Kumar
Mother's Name	:	Mrs. Krishna
DOB	:	18/10/1984
Marital Status	:	Single
Gender	:	Female
Nationality	:	Indian
Language Known	:	English and Hindi
Strength	:	Dedicated towards my goal and ambitions & Energetic.
Hobbies	:	Travelling

**Date:**

**Place:**

**(Hemlata Tanwar)**