

SAURABH MISHRA

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A dedicated professional with a history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

I wish to attain heights of a successful carrier by learning and sharpening skills in diversified fields and accomplish the accolade in the world. Also to enhance and use my best abilities, while strengthening my weaknesses, in order to provide the best advantage possible to the organization where I serve, by virtue of my presence.

EXPERIENCE TIME LINE

DEC'23 – TO TILL DATE

MANAGER, NEWTECH BUSINESS SOLUTION PVT LTD, DELHI

- Oversee department objectives through the development and execution of budget business plans establish goals and targets for the collection of payments.
- Prepare monthly feedback reports on the collection of payments implement policies and procedures for the collection of outstanding debts to prevent excessive amounts owing.
- Investigate and locate missing client or financial information that's essential for the employees to perform their duties effectively.
- Employ, train, and evaluate employees within the collections department to ensure enough personnel are available to handle the workload
- Communicate with clients to build and maintain a strong working relationship and reduce the number of clients who stop working with the company.

Product Managed

- DMI finance, NPA – RECOVERY, Hero Finance zero bucket & IndiaLends PL zero bkts to NPA Recovery.

11.2020 – 11.2023

ASSOCIATE MANAGER, SECURE DEBT MANAGEMENT CONSULTANTS PRIVATE LIMITED – DELHI, MUMBAI

- Preparation and publication of master MIS, reports and billing,
- Tracking Tele callers & Field Collectors productivity by maximizing payment recoveries,
- Assists to Manager for External Audit,
- Personally, attended the joint visits with field representatives for dispute and complicated cases.
- Review customer settlement proposal before being raised it to Bank.

Products managed

- Business Loan for Free Charge an NBFC owned by Axis Bank, zero DPD and Buckets 1 & 2, for PAN India Location.
- Personal Loan for Development Bank of Singapore (DBS) buckets & write-off/recovery, for Maharashtra and Delhi Location.

4.2018 - 11.2020

TEAM LEADER, PAMAC FINSERV PRIVATE LIMITED - LUCKNOW

- Contacted customers to collect outstanding payments via one-time or negotiated installment methods.
- Worked with legal resources and recovery teams to manage default issues.
- Set up and updated customer accounts and CRM with interactions, payments and personal information.
- Researched accounts and completed due diligence to resolve collection problems.
- Reconciled discrepancies between accounts receivable general ledger account and accounts receivable trial balance account.

Products managed

- Indusind Bank Credit Cards Buckets and Rights-off

03.2017 – 04.2018

CUSTOMER RELATIONSHIP MANAGER, FINO PAYMENTS BANK LIMITED – LUCKNOW & UNNAO

- Volunteered at local community organizations, providing assistance with day-to-day operations.
- Proven ability to develop and implement creative solutions to complex problems.
- Developed strong organizational and communication skills through course work and volunteer activities.
- Offered advice and assistance to customers, paying attention to special needs & wants.
- Branch management including marketing, building a rapport with the community to attract business, assisting with customer relations, and ensuring that the branch meets its goals and objectives in a timely manner.

04.2015 - 03.2017

TEAM LEADER, DEV FINVEST PRIVATE LIMITED – LUCKNOW

- Contacted customers to collect outstanding payments via one-time or negotiated installment methods.
- Worked with legal resources and recovery teams to manage default issues.
- Set up and updated customer accounts and CRM with interactions, payments and personal information.
- Researched accounts and completed due diligence to resolve collection problems.
- Reconciled discrepancies between accounts receivable general ledger account and accounts receivable trial balance account.

Products managed

- SBI Credit Cards Buckets.

04 .2013 – 02.2015

QUALITY CO-ORDINATOR, ZTT CABLES INDIA LIMITED - NEW DELHI

- Recorded findings of inspection process, collaborating with quality team to implement corrective actions.
- Liaised with vendors and end-users to uncover system optimization
- Worked within applicable standards, policies and regulatory guidelines to promote safe working environment.
- Prepared reports and technical documentation of day-to-day Production process, reported on findings and made proactive and targeted

03.2011-04.2013

BUSINESS CO-ORDINATOR, SOFT-TEC SOFTWARE SOLUTIONS - LUCKNOW

- Tracked records, filed documents and maintained communication between clients to manage office activities.
- Used job-related software to draft and finalize written correspondence and documentation.
- Managed filing systems for electronic and hard copy documents to keep organized records.
- Applied customer feedback to develop process improvements & support long-term needs.
- Controlled costs and optimized spending via restructuring of budgets for labour, capital assets, inventory purchasing and technology upgrades.

01.2007-01.2011

OFFICE CO-ORDINATOR, TICE - LUCKNOW

- Prepared meeting rooms and materials and recorded important information.
- Reported on daily office activities to help managers stay on top of dynamic conditions & make proactive decisions.
- Increased team productivity by reorganizing office supplies and protocols.
- Produced high-quality communications for internal and external use.
- Provided clerical support, addressing routine and special requirements.
- Oversaw accurate and efficient database management and digital file storage to support operational and record keeping requirements.

ACTIVITIES

- Internet-Browsing, Social Networking, Reading, Writing, Sports and Social Work are few things which I used to do in my free time as my hobby.
- Good Communication Skill, hard-working, staying power, eternal optimist and always learn from past mistakes etc are my strengths which make me strong.
- Documented strengths in building and maintaining relationships with diverse range of stakeholders.

EDUCATION

- PURSUING CERTIFIED DIGITAL MARKETING EXECUTIVE, CERTIFICATE COURSE.
- PURSUING EXECUTIVE PGDM (MARKETING & MANAGEMENT), WELINGKAR INSTITUTE, MUMBAI, IN 2024.
- POST GRADUATE DIPLOMA IN YOGA, MAHARSHI DAYANAND YOG SANSTHAN IN 2018.
- L.L.B FROM UNIVERSITY OF LUCKNOW, LUCKNOW, IN 2016.
- B.SC. WITH COMPUTER SCIENCE AND STATISTICS FROM UNIVERSITY OF LUCKNOW, LUCKNOW, IN 2011.
- DIPLOMA IN OFFICE AUTOMATION WITH A+, FROM UNIVERSITY OF LUCKNOW, LUCKNOW, IN 2006.
- INTERMEDIATE (SCIENCE) FROM U.P. BOARD IN 2006.
- HIGH SCHOOL FROM U.P. BOARD IN 2004.

SKILLS

- Preparations of Reports and Charts as per the Requirements.
- Summarization and MIS Management, Data Validation, Agency Management and Backend Support.
- On Spot and Strong Decision Maker, Guiding and Counselling's to the employees as per the need or situations.
- Persuading Process Management and Improvement, Multitasking and object oriented within the TAT.
- Audit Management, Agency Management, Mail handling Staff Management
- Process Improvement, Quality Management, Service standard compliance

DECLARATION

I solemnly declare that the information in this resume is true to the best of my knowledge and belief.

DATE :

SAURABH MISHRA

PLACE :