

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.
- 12TH Passed from C.B.S.E in 2003.
- 10TH 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)**