

Shair Ali

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To synchronize with objective of the organization & working in a professional environment thereby contributing to the growth of organization & to have bright personal career.

WORK EXPERIENCE

June '2023 to till date IDFC FIRST BANK AS A DEPUTY MANAGER.

Responsible for managing the in house tele calling team and filed executives.

Managing products like MBL, loans for the entire portfolio.

Daily tracking of visits conducted by executives.

Account feedback updating and daily tracking of accounts.

Managing Collection agencies.

Responsible for managing bucket from 0-90 across Delhi NCR.

Sep '2022 to till date FinAGG Technologies Private Limited as Collections Manager.

- Responsible for managing the in house tele calling team and filed executives across PAN India.
- Responsible for end to end recovery (90+) process and ensuring delivery against targets for B2B Business Loans.
- Maximize recovery reversal from assigned NPA written off portfolio through closures and settlements.
- Coordinate and Management of Vendors / In-house team members in terms of driving maximum resolution from assigned portfolio.
- Tracing out absconded default customers and initiate recovery process.
- Maintain data for administrative work related to collection such as updating delinquent account history, providing and maintaining MIS report, reviewing of collection feedback on daily, weekly & monthly basis.

Oct '2020 to Aug '2022 with Apac financial Services as Senior Executive- Collections.

- Managing products like BL, Home loans for the entire portfolio..
- Follow up with customers for collection of outstanding payments.
- Responsible for managing bucket from 0-90 across Delhi NCR.
- Agency Management.
- Responsible for managing 3 FOSs.

- Daily tracking of visits conducted by executives.
- Account feedback updation and daily tracking of accounts.
- Reporting of all the cases resolved every day with concerned reporting manager

Aug'2017 to Sep'2020 with Indifi Technologies Pvt. Ltd. as a TCE.

- Handling products like BL, OD.
- Tele collections Senior executive in collections for Indifi.
- Managing Collection agencies.
- Handling Potential NPA cases.
- Meeting bucket level resolution targets for each month.
- Account feedback updation and daily tracking of accounts.
- Sending allocation to agencies for collection follow up.
- Resolving queries and providing adhoc data to agencies

Mar'2015 to Jul'2017 Intelenet Global Services as a TCE on client site at SBI Card.

- Tele collection executive in collection (CPU & Recovery) for SBI Card.
- Co-ordination with agencies and arranging the filed visits on daily basis.
- Co-ordination with the agencies in collecting payments.
- Responsible for collection on 180+ accounts.

EDUCATIONAL QUALIFICATION

- ❖ **Graduation (B.com)**, from Himalayan University.
- ❖ **12th**, from U.P. Board.
- ❖ **10th**, from U.P. Board.

TECHNICAL SKILLS

- ❖ **Concepts** : Basic Knowledge of Excel
- ❖ **Operating System** : Windows 7 & 10

PERSONAL DETAILS

Father's Name:

Kamil

Date of Birth:	10 th Mar 1994
Languages known:	Hindi, English
Marital Status:	Unmarried
Nationality:	Indian
Interests:	Watching & playing cricket
Permanent Address:	Vill-Ugrahoo, Post- Kailashpur, Dist- Saharanpur, U.P. 247001

Place:

Date:

(Shair Ali)