

MANTOO KUMAR PANDEY

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OBJECTIVE:

Seeking a challenging position at leadership role to facilitate my skills and ongoing leanings from the best brands in the country in the best possible way for the fulfillment of the organization success ,growth and make the company & workforce move forward.

ACADEMIC QUALIFICATIONS:

- **X** (C.B.S.E.) from Sarswati Vidyamandir, Bokaro Steel City, Jharkhand (2004)
- **XII** (Science) from City College, Bokaro Steel City, Jharkhand (2006)
- **B.A.**, History(Hons.) from JaiPrakash university, Chhapra, Bihar (2012)

EXPERIENCE:

1. **Company Name : SERCO GLOBAL SERVICES-Gurgaon**
Designation : Customer Service Associate (Ge-Inhouse) SBI Card west recovery process
Duration : 1 Year

- Worked for **SBI Credit** card Collection as **Customer Service Associate**.
- Track the customer address, telephone number etc.
- Manage collection of past due accounts utilizing telephone and written communication.
- Help customers to close the Credit card by settlement or CIBIL clearance.
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2. **Company Name : MYWISH MARKET PLACES PVT. LTD.**
(WISHFIN.COM / DEAL4LOANS.COM)
Designation : TEAM MANAGER in Credit Card Sales vertical
Duration : 6 Year + (Approx)

- Started working in wishfin as **Asst. Relationship officer** (2015) given highest revenue and 40+ Credit Card Setups regularly in six month and got promoted as GTL of 15 peoples team .
- As GTL given highest Cardsetup productivity from each team member across all the credit

card vertical teams in **Wishfin.com** with 1 lacs revenue generated by each team member for the organization.

- Got promoted As **Team Manager** and handling 30+ peoples team and managing productivity DRR's, Coasting,compliance,to make organization profitable.
- Won Trophy and vouchers from CEO (Wishfin.com) & ZSM from Bank in August month for most consistent performer among all the sales team with highest productivity & cross sale.
- Managing PAN india Credit Card Sales Team of 30 Peoples .lead generation to Cardsetup of multi banks **SCB,AXIS,SBI,RBL,INDUSIND,ICICI,AMEX** etc...
- Managing Cross selling of Personal loans of BAJAJ OD,HDFC,and TATA Pre approved personal loans for additional revenue generation from the team. For the organization.
- Managing complete employee life cycle from hiring to training to day to day business DRR's ,MOM & QOQ growth of business & then developing talent pool in inhouse for business growth . having lowest attrition in My Team .
- Having sound understanding of credit card business for all the players in Indian market across product,policy ,surrogates,offers etc and downloading the team for a profitable and sustainable business volumes.
- Directly reporting to AVP,hence displaying highest level of ownership & accountability from macro to micro level for all aspect of business including sales ,customer service ,operation, quality, compliance etc
- Having two years in Call center credit card team handling experience from company side as client to grow-up outsourcing credit card process.
- Handling card setup journey of customers from pickup to card disbursal by connecting with allocated area-wise Banks RM's and RSM's in PAN india.
- Managing compliance through quality leads by enhancing skills of each team member and downloading about product offers as per bank policy ,criteria,and surrogates.

COMPUTER SKILLS:

Well versed with the basic knowledge of Internet and in addition to the following Applications Packages : MS-Excel, MS-Word, Outlook, Internet etc.

STRENGTHS:

- Ability to work in a group
- Ability to handle independent responsibilities
- Quick learner
- Good communication skill
- Result Oriented
- Proactive
- Strategy formulation till execution & scale up & turn around & never buckle down with the problems are the core competencies of Mantoo's.

PERSONAL VITAE:

Name : Mantoo Kumar Pandey

Father's Name : Late Rajbanshi Pandey

Date of Birth : 2nd January ,1989

Current Address : C -162 Bhagwati Vihar ,Near Mudgal Public School Uttam Nagar New Delhi 110059

Gender : Male

Languages Known : Hindi, English

Preferred Locations : Delhi NCR References: Available on request.

Notice Period : As per requirement(ideally 15 days).

Place: New Delhi

Date:

Signature