

Ajinkya Parekh

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Work experience

Bharti Airtel Ltd (Mumbai and Mumbai Suburbs)

Manager (Billing and Collections for Airtel data and IOT business)

(August 23' – Present)

- * Core responsible for collection and revenue assurance for both data & IOT services. Coordination with Enterprise and Government clients to the smooth flow of revenue for the services provided to enterprise & government customers.
- * Ensuring correct billing, consistent revenue generation, delivery of billing information to customers, and addresses billing discrepancies tracks and keeping total receivables outstanding under control ensuring consistent cash inflow into the organization.
- * Managing operations for Customer lifecycle which including billing, credit note, collection and other assignment as per business / organization requirement.
- * Ensuring achievement of collections targets for all segments and reducing outstanding and debt bucket through follow up with personal visits, telephone inquiries and letters to customers to process claims for outstanding accounts.
- * Responsible for collection of over INR 20 Cr revenue P.A, delivering results.
- * Interdepartmental coordination with Operations, Service Delivery, Sales and many other teams to get customer satisfaction to maximize the new business, Renewal and collection.
- * Handling top portfolios which included esteemed clients. o i.e. Mahindra Group, Motilal Oswal Financial, Shoppers stop, Polestar Consulting firm and many more.
- * Resolving and monitoring all the escalation calls relating to business and ensure continuous improvement in terms of billing/collection and service
- * Managing 100% Compliance and answering Auditors queries

IDFC FIRST BANK LTD (Mumbai and Mumbai Suburbs)

Deputy Manager (Unsecured PL Cross Sell Flows)

(Dec 2021- Aug 2023)

- *Responsible for managing and undertaking collections process for Debt that have been assigned.
- *Regularly track the portfolio for specific buckets for Mumbai area.
- * Track the control delinquency of the area, Bucket wise, DPD wise and focus on nonstarter accounts
- * Responsible to allocate and achieve targets from agencies.
- *Receivable Management, Vendor Management, Process Management
- * Regularly follow ups with the default customers.
- *Ensuring adherence to collection process and Legal guidelines.
- *Tracing out absconded default customers and initiate Legal process.
- *Recommend Legal actions for non- recoverable cases and following up with the legal team for the closure of accounts.
- * Maintain data for administrative work related to collection such as updating delinquent account history, providing and maintaining MIS reports, reviewing collection feedback on daily, weekly and monthly basis.
- *Mark lien and force hold for all eligible accounts and track progress
- Receipt Cut Count, Settlement Raised count achieved as per targets published. Refer Score Card.
- *Liaison with other functions and departments viz. sales , credit, operations , RIC etc

HDFC BANK LTD (Mumbai and Mumbai Suburbs)

Deputy Manager (PL-BL Recoveries)

(Nov2020-Dec 2021)

- *Deliver on significant portfolio indicators and maximize Recovery and ensure working in all defined portfolio slabs.
- *Be the executor of collection strategies implemented by the ACLM/RCLM/Centre Head.
- *To ensure that all laid down processes are adhered to without any deviations. Have checks and balances to ensure smooth process adherence.
- Liaison with other functions and departments viz. sales, credit, operations, RIC etc.
- *Receivable Management, Vendor Management, Process Management Define and review collection strategies for the portfolio managed
- *Achieve the monthly and annual recovery numbers as per targets set.
- Grow the ROR (recovery rate) percentage of portfolio as per target given on a monthly basis.
- *Achieve the set benchmark on fresh pool conversions

*Mark lien and force hold for all eligible accounts and track progress

Receipt Cut Count, Settlement Raised count achieved as per targets published. Refer Score Card.

Quikr India Pvt Ltd

Key Accounts Manager (Pune Area)

(Apr 2019- Sep 2020)

- Identifying key accounts and strategically secure profitable business as well as new business tie-ups with the corporates and consultants.
- Cementing healthy business relationship at corporate and consultant level.
- Ensuring the target accomplishment month on month.
- Exploring business potential opportunities & clientele to secure profitable business volumes.
- Retaining clients and enhancing relations, upgrading to generate more business out of them.
- Training the recruitment team and maintaining high level of service.
- Internet Advertisement sales (Consumer Branding on internet).
- Handling online recruitment ad sales.
- Giving the best product mix as a branding solution to the Consumers at Quikrjobs.

ICICI Securities Ltd.

(March 2018 – April 2019)

Senior Relationship Manager (Pune Area)

Roles and Responsibilities

- To handle the investment portfolio of HNI (High Net worth Individual) & Retail Clients, maintain relationship with them & based on their investment guide them to create wealth.
- Performing the role of Suspecting, Prospecting & referencing to acquire new customers. Acquiring Knowledge and developing skills on products and process through E-learning modules. Cold Calling / Strong follow up of prospects.
- Competitor Analysis.
- Doing requirement analysis for proposing best suitable solutions to the Clients. Cross Selling and Up Selling of different Products.
- Proposal Preparation & Negotiation
- Maintaining healthy relations with existing clients and keeping in touch with them for generating repetitive business. Maintaining daily / weekly / quarterly reports for generating revenue.
- Company Software and Website demonstration given to the clients.
- Sharing knowledge with team mates for any new update in Business Domain.

Projects and Internships

- Nielsen India Pvt. Ltd (April' 2017)- Summer Internship Project for PGDM.

Topic: Agent Satisfaction Survey of Max Bupa health insurance Company in Mumbai city.

- Graduation Research Project (March'14)

Project on online share trading adopted by Indian share Markets with the help of in detail Study on Share khan pvt.ltd.

Certificates and Awards

- Eligible for quarterly incentive calculated month on month since joined IDFC FIRST BANK LTD.
- Promoted in Customer Retention department as Senior Key Accounts Manager in Jan 2020.
- Achieve 200 % Of Target in second month with High revenue generated in May 2019 post joining Quikrjobs (Quikr India Pvt Ltd).
- Take-Off Award for completing 1st quarter target with High revenue generated in 2018 post joining ICICI Securities.

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NISM Series V-A: Mutual Fund Distributors Certification •
Certificate Exam of Corporate Agent (SP - Composite).

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- Winner at Market mania event organized by rent one company (2016).
- Participated in Business Plan - Brickipedia event organized by Symbiosis (2016).
- Winner at PPT presentation event in INFERNO inter collegiate fest, K.E.S SHROFF COLLEGE, MUMBAI (2014).
- Participated in Inter-college Conference based on Management Innovations (2014).

Education

PGDM in Marketing - 68.09% MIT 2016 - 2018 School of Business (Pune).

Bachelor of Management Studies- 6.33 CGPA (Out of 7.00) University 2011-2014 Of
Mumbai, Mumbai.

Skills

- Microsoft Word, Excel, Power Point, Outlook.
Tally ERP

Advance Course in Digital Marketing (LIPS INDIA, Pune)

Languages

English

Hindi

Marathi

Gujarati

