

**Sapna Verma**

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Mobile: 9891896360

PAN No. : ATMPV0279R

**Over 8 years of experience in collections team as a collection officer/team leader. Dedicated Collections Team Leader understands how to motivate front-line collectors to ensure they meet operational goals. Provides exceptional leadership and good direction. Has eight years of experience in the credit card collections industry.**

## **Professional Experience**

**HDB Financial Services PVT Ltd**  
**(Jan 2014 to Jan 2023)**

**Collection Officer**

### **(Roles and Responsibilities)**

- Performing the daily stand-up meetings with team.
- Updating the team ranking and MIS.
- Discussing and mark the dialer for login hours and number of calls of the associates.
- In the absence of any team member, I use to do the follow up for his allocations.
- Handling 2cr allocation in a month
- Achieved target on monthly basis
- Maintain daily target run rate.
- Preparing daily workloads for staff and coordinating the daily allocation of work.
- Motivating the team to achieve high standards and Monthly targets.
- Handling new client enquiries and acting as the face of the collection.
- Dealing with and resolving problems and issue which arise.
- Training up junior and new staff.
- Monitoring and reporting on standards and performance targets Implementing new initiatives.

## **Academic**

- Pursuing MBA in Marketing and Finance from Swami Vivekanand Subharti University.
- B.A Program from DU.
- 10th passed from CBSE Board
- 12th passed from CBSE Board

## **Additional Qualification**

- Basic Knowledge of Computer in MS Word and MS excel.

## Strengths

- Punctual and dedicated to Work.
- Hardworking and Quick learner
- Good Team Worker
- Strong Communication
- Ability to work in Pressure situation.

## Personal Details

<b>Father Name</b>	:	<b>Mr. Sangram Singh Verma</b>
<b>Date of Birth</b>	:	<b>04/10/1988</b>
<b>Gender</b>	:	<b>Female</b>
<b>Marital Status</b>	:	<b>Married</b>
<b>Nationality</b>	:	<b>Indian</b>
<b>Languages Known</b>	:	<b>English &amp; Hindi</b>

I do here by declare that the information and facts stated above are true, correct, and complete to the best of my knowledge.

Date:

Sapna Verma

Place: New Delhi