



# Kartik Naring Waidgam

OTC-Collection\_  
Finance

## Contact

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Pune

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## Skills

Windows XP, Windows 7

Microsoft Office (word,  
excel, power point)

Advance excel, VBA Macros  
level 1.

Good Communication Skills

Organized Team Leader builds positive rapport, inspire trust and guide teams toward achievement of organizational goals. Strong facilitator adept at working cross-departmentally with co-management and top-level leadership. Excellent trainer and mentor.

## Work History

2022-07 -

Current

### Team Lead

*Infosys BPM Ltd, Pune*

- Minimized resource and time losses by addressing employee or production issue directly and implementing timely solutions.
- Evaluated employee skills and knowledge regularly, training, and mentoring individuals with lagging skills.
- Managed schedules, accepted time off requests and found coverage for short shifts.
- Built strong relationships with customers through positive attitude and attentive response.
- Supervised team members to confirm compliance with set procedures and quality requirements.
- Held weekly team meetings to inform team members on company news and updates.
- Coached team members in techniques necessary to complete job tasks.
- Trained new team members by relaying information on company procedures and safety requirements.
- Monitored team performance and provided constructive feedback to increase productivity and maintain quality standards.
- Monitored time and attendance, enforcing compliance with company procedures relating to absenteeism.
- Established open and professional relationships with team members to achieve quick resolutions for various issues.

2020-10 -

2022-07

### Collector

*NielseniQ India Pvt Ltd, Pune*

- Delivered exceptional customer service on collection calls and maintained calm and professional demeanor.

Performance improvement

Problem-Solving

Account management

Client Service

Complaint resolution

Resource Allocation

Employee Evaluation

Quality control

Production monitoring

- Negotiated with account holders to devise repayment plans and minimize collections receivables.
- Contacted customers to discuss payment schedules and set up or immediately process payments.
- Trained new collections representatives on collections processes and incentivized team members to achieve production goals.
- Negotiated to collect balance in full.
- Monitored accounts for compliance with established payment plans and flagged non-compliances.
- Maintained high volume of calls and met demands of busy and productive group.
- Investigated accounts with balance errors using accounting software.
- Evaluated, researched and resolved discrepancies.
- Directed day-to-day collections functions.
- Negotiated re-payment plans by identifying causes of delinquent payments to assist in recovery of debt and meet realistic timeframes.
- Quantified debtor balances to avoid late payments and bad credit.

2018-11 -  
2020-09

## **AR Analyst**

*WNS Global Service Ltd, Pune*

- Evaluated customer needs and feedback to drive product and service improvements.
- Generated reports detailing findings and recommendations.
- Collected, arranged, and input information into database system.
- Collected, compiled and analyzed data to prepare customer invoices per contractual requirements.

2018-04 -  
2018-10

## **Consultant**

*Barclays Shared Services Ltd, Pune*

- Payroll of Ikya Global Service, Barclays Global Travel and Expenses (T&E, OTC) – Consultant
- Post audit handling of travel and expenses trip report for global locations in SAP Version XP1
- Checking travel expenses claims adhering to Barclay's global T&E policy

- Identified clear connections between policies and business results to eliminate or reduce confusion and help employees achieve goals.

2016-01 -  
2018-01

## **Accounting Collection officer**

*Shipco IT Transport Ltd, Pune*

- Worked closely with delinquent members to develop plan of payment in order to rectify outstanding accounts.
- Documented all daily collections and delinquent account activities by uploading information to company's database.

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## **Education**

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2017-06 -  
2019-04

## **Mcom: Baking And Finance**

*GSM Institute - Genba Sopanrao Moze*

2014-01 -  
2016-04

## **PGDM: Finance**

*Vishwakarma Global Business School - Pune*

2012-05

## **Bachelor of Commerce**

*Genba soprano Maze College Pune University*

2009-05

## **H.S.C**

*Anna Saheb. Magar. College Board of Maharashtra*

2007-05

## **SSC**

*T.D.P.V High School Board of Secondary*

Project work: A study on Capital market Investment at Capstone Securities Analysis Private Limited. 1) Study the stock analysis in US market and obtain the knowledge of stock market, analyzing company data. 2) Finding which stock is better for investor to invest in stock market. Via email, Fax. Achievement Represented as Vice-Captain in the cricket tournament organized by Annasaheb Magar College in