

CURRICULUM VITAE

P.Srinivasulu

Mobile: +91-8125778016

E-mail: srinivasulu.putturu@gmail.com

Career Objective:

To enhance my skills and further my **career** by filling the **position** of **Collections Manager** in well-established organization. Highlights of Qualifications: Remarkable experience to administer loan and **collection** activities.

Professional Experience:

- ☐ A competent professional having **5 years'** experience in credit collections.
- ☐ Currently associated with **COLL MAN SERVICES** as **Sr.Team Leader**.
- ☐ Worked 2 years with **ICICI CREDIT CARD COLLECTIONS (1800+)** As a Tele caller. From July-2014 to Aug 2016.
- ☐ Worked 2 years with **ICICI CREDIT CARD COLLECTIONS (CC BKT-1 & CC 180+)** As a Team leader From Aug-2016 to Aug 2018.
- ☐ Currently Handling **RBL CC BKT 2**.
- ☐ Quick learner with excellent relationship building & interpersonal skills.
- ☐ Trained as **DRA** and certified form **Indian Insinuation of Banking and Finance (IIBF)**.
- ☐

Core competencies:

- ☐ Managing collection operations & achieve desired targets with quality of compliance report.
- ☐ Maintain portfolio immaculate Delivering nil flows and roll back of delinquent accounts from **Bkt- 2 to Bkt- 3** Personal visit of customers to check on route cause of delinquency. Regular follow ups with team. Constant monitoring of MIS and ensuring smooth updating.
- ☐ Serving as point of contact for the customer escalations ensuring continuous interaction with customers to ensure that their areas of concern & complaints are addressed promptly.
- ☐ Ensuring continuous monitoring FEs to ensure that areas of concern are addressed promptly for improved present performance levels and make them aware of process as well as trained thoroughly.

Professional Experience & accomplishments:

- **Portfolios – Credit cards and personal loans.**
 - ☐ Establishing weekly and bi-weekly performance goals as milestones and ensuring collection targets are aligned in accordance to the same.
 - ☐ Assessing the status of each delinquent account for determining specific collection requirements and specific treatment of the case based on set guidelines.
 - ☐ Proficiency in implementing result-oriented recovery plans to manage delinquency and Debt Management within pre-set norms for achieving organizational objectives and ensuring profitability.
- ☐ Result-oriented People Manager with focus on driving compliance, commitment, high performance and engagement; focusing on delivery of great customer experience both internally and externally.
- ☐ An enterprising team leader with effective training, negotiation, communication, analytical and troubleshooting skill.
- ☐ Comprehensive knowledge of NPA Collection Processes and Procedures as per laid RBI Guidelines
- ☐ Building effective synchronization with lateral teams of Credit, Business, Customer Care and Branch Operations for resolution of customer issues.

Professional certification & Awards:

- ☐ **DRA** (Debt recovery agent) trained and certified by IIBF (Indian Institute of Banking and Finance).
- ☐ Achieved **LAKSHYA AWARD** For The Months Of **Oct-18 & Dec-18** As a Best Performer And Winner **Credit Card** Flows From **ICICI BANK** Debt Service Management.

Technical Proficiency:

- ☐ Well versed with all EXCEL reports & WORD.
- ☐ Very familiar with VLOOKUP, HLOOKUP, and PIVOT tables.

Education Qualifications:

- ✓ M.B.A in Finance and Human Resource Management from JNT University, Anantapur in 2013.
- ✓ B.Com (computers) from Sri Venkateswara University in 2011.

College And School Level Achievements:

- ✓ Active Participate in Many National Level Management meets and achieved prizes.
- ✓ Participated in National Level Annual NCC Republic day Camp.

Personal Skills:

- Ability to work independently as well as a team member.
- Pressure handling, Dedicated And Hardworking nature and adaptable to all situations.
- Good Team Player. Maintains cordial relations with colleagues.
- Good communication skills, fast learner and having the organizing skills.

Hobbies:

- ✓ Reading newspapers & listening to music.

Personal Details

Date of Birth : 20-07-1990.
Gender : Male.
Father's Name : Radhaiah.P.
Languages Known : Telugu, English, Tamil and Hindi
Marital status : Single.

DECLARATION:

I hereby declare that above information is correct to the best of my knowledge and belief.

Place: Chennai

Date:

(P.srinivasulu)