

SHRIPARNA SARKAR

+91 9382796341



shriparnasarkar200@gamil.com



KYC Associate, Senior Collection Executive

Bangalore, India



SUMMARY

Being a self-motivated and hardworking person, I am seeking for an opportunity where I can utilize my knowledge and skill to secure a challenging position in the organization, so that my output can replenish company's growth as well.

EDUCATION

Acharya Bangalore B- School, Bangalore

Masters degree in Business Administration

Percentage: 74%

College Of Engineering And Management, Kolaghat

Bachelors Of Technology- Electrical Engineering

CGPA: 6.7

SKILLS

- Hands on experience in CRM software.
- Excellent knowledge in MS Excel and MS Word and MS Office.
- Quick problem solving skill.
- Time management.

CERTIFICATIONS

- MS Excel
Platform: Udemey
- Digital Marketing
Platform: Google Digital Unlocked

LANGUAGE

- **English**

Full professional proficiency

- **Bengali**

Full professional proficiency

- **Hindi**

Full professional proficiency

LINK

LinkedIn: www.linkedin.com/in/shriparna-sarkar-6638b019a

PROFESSIONAL EXPERIENCE

Company Name: slice

Position: KYC Associate- Senior Collection Executive & Quality Auditor

Experience: April, 2022 -February, 2024

As a KYC Associate and Senior Collection Executive at slice with 1 year 9 months of experience, I have a strong understanding of Know Your Customer (KYC) regulations and collection processes. My attention to detail, problem-solving abilities, and communication skills have allowed me to build long-lasting relationships with user and improve overall collection performance.

Responsibilities and Achievements:

- Verify and validate customer identity through various documentation, ensuring accuracy and compliance with regulatory standards.
- My greatest achievement has been consistently meeting and exceeding collection targets.
- Connecting with users regarding repayment through Email and WhatsApp.
- Auditing chats, providing feedback to agents and helping them to improve chat quality.
- Maintain attendance report of the team.

Company Name: Astrotalk

Position: Operation Executive

Experience: January 2022- March 2022

As an Operation Executive at Astrotalk, from January 2022 to March 2022 I had the opportunity to utilize my skills and knowledge to recruit talented astrologers for the company. My role involved identifying potential candidates, conducting interviews, and making hiring decisions based on their qualifications and experience.

Responsibilities:

- My role involved conducting interviews, assessing candidates' astrological knowledge and skills, and providing training to new hires.
- ·Provided training to new hires on Astrotalk app and company policies.
- ·Following up on new process and application update and coordinating with astrologer and help them with new updates.