

Ranjeet Singh

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Ranjeet68706@gmail.com**OBJECTIVE**

Intend to build a career with leading Organization, with hard work, grit and determination as stepping-stones to success and a constant search for excellence and perfection. Willing to work as a key player in challenging & creative environment with committed & dedicated people

WORK EXPERIENCE**Organization:****V Call Global services Pvt. Ltd****Current Profile:****Manager****Duration:****Nov'2007 To Present****Client:**

1. SBI
2. Bajaj Finserv (CD)
3. ADCB
4. Aditya Birla

Process & Team Strength:

1. SBI Sales-15 Associates
2. SBI Document Collection-30 Associates
3. Bajaj Collection-10 Associates
4. ABU Dhabi Commercial Bank Collection-6 Associates
5. Aditya Birla Life Insurance (Renewal Lapse)-15 Associates
6. Skip Trace-6 Tracer

Job Location**Delhi(Janakpuri)****Responsibilities**

- ✓ Managing daily activities in all process.
- ✓ Client dealing
- ✓ Managed costing.
- ✓ Analyzing daily reports.
- ✓ Improve processes and frameworks.
- ✓ Improve the efficiencies and effectiveness of current support systems.
- ✓ Contributes to the long-term planning of the company.
- ✓ Oversees recruitment and selection of personnel.
- ✓ Reviews training syllabus for all personnel.
- ✓ Handling the audits for all process
- ✓ Instructs and reviews all disbursements to fund operational requirements.
- ✓ Taking care of all process billing
- ✓ Meets regularly with Director for planning purposes.
- ✓ Meets regularly with supervisors and department heads to discuss operational issues.

<u>Organization:</u>	Om Innovation Call services Pvt. Ltd
<u>Profile:</u>	Associate To Asst-Manager
<u>Duration:</u>	Feb'2009 To Nov'2017
<u>Client:</u>	<ol style="list-style-type: none"> 1. Max Life Insurance 2. ICS- Field Cheque Pickup Service 3. Religare Health Insurance
<u>Job Location</u>	Delhi(Janakpuri)
<u>Responsibilities</u>	<ul style="list-style-type: none"> ✓ Weekly team meeting with supervisor to discuss the performance. ✓ Dealing with client ✓ Daily performance report ✓ Managing the profit & Loss ✓ Handled the customer & client level escalation ✓ Managed the PAN India cheque pickup service ✓ Field executives hiring in 20 cities ✓ Managed the salary for field team ✓ Weekly motivation session with associates and supervisor ✓ Strategy making to enhance the numbers ✓ Monthly review with client
<u>Achievements</u>	Awarded by Max Life Insurance three time for best performance

STRENGTHS

- ✓ Highly patient
- ✓ Good people skills
- ✓ Pleasing personality
- ✓ Highly organized
- ✓ Punctual

ACADEMIC INFORMATION

DEGREE	Passing Year	BOARD/UNIV.
Post-Graduation-MA	2005	Dr.BRAU Agra
Graduation-BA	2003	Dr.BRAU Agra
12th	1999	UP Board Allahabad
10th	1997	UP Board Allahabad

TECHNICAL QUALIFICATION

DEGREE	Year	Institute
Microsoft Certified Professional	2005	Microsoft
Computer Hardware & Networking	2008	Jetking
Diploma In Computer Application & Web Design	2008	NIIT

PERSONAL PROFILE

Father's Name	Devendra Singh
Mother's Name	Smt. Tarawati Devi
Gender	Male
Date Of Birth	10-11-82
Language	Hindi,English
Nationality	Indian

Date:

Place: New Delhi

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