

## **ABDUL HAFEEZ ABDUL HAMEED PATEL**

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### **Professional Experience:**

- Special professional with 18 years of Experience in Skip Tracing, Tele Calling, Collection, Recovery.
- Special Experience in customers skip tracing.
- Accuracy in handling team & provide end to end services to client as per client requirement.
- Actively involved in negotiations with customers, Servicing customer by resolving disputes, addressing and resolving customer complaints within TAT
- Traced fraud accounts and provide necessary feedback to the management.
- Ensured strict adherence to the processes and audit requirements.
- Implemented various initiatives and strategy at the field level to improve continuously increase productivity.
- Pursued recovery on chronic customers through legal methods.
- Ability to Support and Sustain a positive Work environment that fosters team performance with strong communication and negotiation skills.
- Managing the Audit Work for the Company.

**Key Skills:** Collections, Strategy implementation, Team management, Negotiation Skills, Recovery, Initiate legal Method on Chronic cases. Audit Work.

**Employer : Poonawalla Fincorp Limited ( Formerly Known Magma Fincorp Limited )**

**Designation: State Manager Collections ( ABF )**

**Duration : 5th November 2018 to till date**

### **Job Responsibilities**

- Handled Monthly Portfolio of BKT 31 to 450 of Mumbai Region
- Handled 13 Team members.
- Maintained and reviewed MIS Reposts to analyze the portfolio.
- Handling and resolving the customer escalation door to door visits.
- Achieved BKT wise resolution every month consistently on Field & Office.
- Achieved skip data converted into resolution in given month.
- Support and monitor activities of the skip customers.
- Followed all the Parameters set by the quality dept of Financial Institute.
- Handled Chronic accounts & ensure smooth follow up to avoid escalations.
- Focused skip customers & achievement vs Target set by the Organisation.
- Give the more than resolutions in 90 to 180 BKTs Field Support accounts.

**Employer : Tata Business Support Services Ltd**

**Designation: Assistant Manager**

**Duration : 15th April 2013 to 3<sup>rd</sup> November'2018**

**Job Responsibilities**

- Handled Monthly Portfolio of BKT 1 for Bajaj Auto Finance limited of ROM Gujarat & Hyderabad Region
- Handled 45 Team members including 8 Team Leaders
- Maintained and reviewed MIS Reposts to analyze the portfolio.
- Handled Cholamandalam Finance of CV Accounts BKT 0-30.
- Handled 35 Team members including 3 Team Leaders.
- Achieved more than 95% resolution every month consistently on Field.
- Achieved 90% skip data converted into resolution in given month.
- Support and monitor activities of the skip customers.
- Followed all the Parameters set by the quality dept of Financial Institute.
- Handled VIP's accounts & ensure smooth follow up to avoid escalations.
- Focused skip customers & achievement vs Target set by the client.
- Give the more than 90 % resolutions in Field Support accounts.

**Work Experience**

**Employer : RMS Group**

**Designation: Supervisor**

**Duration : July 2005 To Feb 2013**

**Job Responsibilities**

- Handling Flows Portfolio for Personal Loan 0,30,60,90,120,DPD & W/Off
- Managing Team with a total Allocation of 12 Crore
- Handling team of 25 field executives and daily monitoring the set target for the portfolio.
- Training to the Field Executive of the Given guidelines of RBI.
- Find out the cases for JVT and give complete Field Support to the FOS
- Need to update the daily feedback on the System to know the past records of the customer.
- Need to ensure that accounts get zeroised after the settlement.
- Perform scheduled & unscheduled visits to the outsourced serviced providers to ensure process/policy are being adhered to.
- Handling MIS & adhering to the TAT of periodical reporting. Managing team effectively & displaying excellent relationship skills.

- Offering credit related customer services & coordinating with a plethora of departments to deliver quality services.
  - Initiating the legal method of collection on the chronic cases.
  - Interaction with the customer on the legal initiated accounts.
- Need to ensure maximum business on the skip accounts.

### **Achievements in RMS GROUP**

- Select For the best Team Leader of theYear 2006/2007/2010/2011.
- Received the Best Team Leader Award 06 times in consecutive months.
- Winner for 4 times as Consistent Contest.
- Awarded for Play the Lead Contest in 2011 Best Team Leader For Citifinancial x BKT Portfolio.

### **Achievements Tata business support service ltd**

- Received the kudos from client of Cholamandalam & company in the month of Nov'14.

### **Educational Qualifications**

**Degree** : B.Com

**Stream** : Commerce

**University** : Institute Of Engineering & Management Studies ( Pune )

### **Personal Details**

**Date of Birth** : 12th May'1974

**Languages Known:** English, Hindi, Marathi and Urdu.

**Marital Status** : Married

**Hobbies** : Playing Cricket, Carom, Table Tennis,  
Making new friends, learning new things.

#### **Permanent Address /**

**Mailing Address** : B/402 Ruhi Complex Almas Colony,  
OPP Agt College Kausa,  
Mumbra,Dist,Thane-400612

Date :

Place : Mumbai

Signature: Abdul Hafeez Patel