

• **CURRICULUM VITAE**

RAVI PRATAP SRIVASTAVA
551 KA/334 KHA, MADHUBAN NAGAR
CHAURI SADAK, ALAMBAGH
LUCKNOW – 226005
Mobile No : 9670697555,7905647775
E-MAIL - shrivastava_ravi31387@rediffmail.com

Expertise

- Well versed in channel & team management.
- Speedy & specific communication.
- Hard core Collection skills.
- Data Analysis.
- Customer satisfaction & retention.

PERSONAL DETAILS

- | | |
|-------------------|-----------------------------|
| ➤ Date of birth | : 08 th Nov 1976 |
| ➤ Father's Name | : Late R. C. Srivastava |
| ➤ Languages known | : Hindi, English |
| ➤ Marital Status | : Married |
| ➤ Nationality | : Indian |
| ➤ Sex | : Male |

WORK EXPERIENCE

PRESENT:-

Bajaj Finserv Ltd as Senior Area Manager, Delhi – (Dec 19- Till now)

Job Responsibilities:

- Supervision & monitoring of Collection Managers, back office staff.
- Managing Bucket 2 (30-60) portfolio.
- Area Handing Delhi, Gaziabad, Noida, Faridabad and Gurgaun.
- Interacting with the customers regarding their concerns & queries.
- Managing the portfolio & achieving targets.
- Manage escalations and ensure resolution of all cases.
- Product handled: Personal loans.

Fullerton India Credit Co. Ltd as Cluster Collection Manager, Lucknow - (Sep 2018-Dec 19)

Job Responsibilities:

- Supervision & monitoring of Collection Managers, back office staff.
- Managing Bucket X to Infinity DPD portfolio.
- Area Handling Varanasi, Kanpur, Gorakhpur, Deoria and Lucknow.
- Interacting with the customers regarding their concerns & queries.
- Managing the portfolio & achieving targets.
- Manage escalations and ensure resolution of all cases.
- To prepare regularly daily, weekly and monthly activity reports and suggest appropriate improvement.
- Product handled: Personal loans.

Magma Fincorp Limited as Collection Manager, Lucknow - (Sep 2014 - 3rd Sep 2018)

Job Responsibilities:

- Products handled: Home, Auto, Tractor, Commercial Vehicle and Commercial Equipment and Sme Loans.
- Bucket handled: 90+
- Location: Lucknow, Sitapur, Lakhimpur, and Raibareli.
- Enroll Collection executive, set processes and systems and monitor activities.
- Prepare the Collections plan and delegate the targets.
- Manage the Executive team. Preparing Delinquency report bucket wise and allocated to respective executives, case sheet generated in collection system
- Preparation of periodical reports on the performance of Executive,
- Coordinating with the accounts team for all the major reconciliation on the given base, Coordinating with staffs, legal departments for updating and handling issues
- Responsibility to issuance and recon of HHD Machine,
- Responsibility to MIS & Reconciliation,

Past :

ICICI BANK LTD, Lucknow.

(JUNE 2007 – AUGUST 2014)

ICICI Bank Ltd. as Agency Manager in Auto Collections.

- Responsible for Auto Loan and Two Wheeler Collection Lucknow.

(ii) ACUMEN SOLUTIONS, Lucknow

(APRIL 2003 – MARCH 2007)

Work Profile:

GE Money

- Handled Collections for GE Money as a Team Leader (30–120 DPD)
- Handle Team of 18 Field Executive .
- Analysed Performance On Daily Basis.
- Resolution of Critical Cases.
- Delivered Highest Rollback Performance in (30-60 DPD).
- Delivered Highest Penal Collection in (30-120 DPD).
- Organised Repossession as Per Company Policy.

SBI Cards

- Handled Recoveries for SBI Cards as a Team Leader (Charge-Off cases).
- Handled Team of 16 Field Executive.
- Analysed SBI Cards Performance On Daily Basis.
- Resolution of Critical Cases.

Bharti Airtel Ltd.

- Handled Collections for Bharti Airtel Ltd, as a Team Leader (30-90).

ICICI Bank Ltd.

- Handled Collection for ICICI Bank Car OVERDRAFT portfolio as a Collection Supervisor.

(ii) CEASEFIRE INDIA PVT. Ltd., Lucknow

(SEP 2002 – MAR 2003)

Job Profile: -

- . Appointing Dealers & Distributors in the assigned territory.
- . Planning for the Promotional activities.
- . Achieving individuals as well as team target.
- Revenue - generation through Direct Marketing.
- . Appoint Quality Sales Man at Distributor's end.
- Appoint Sales Executives.
- Ensuring distributor's investment in infrastructure.
- Timely submission & settlement of distributor's claims.

PROFESSIONAL QUALIFICATION

L.L.B., Lucknow University, Lucknow (2002)

EDUCATION

Masters of Arts

Lucknow University, Lucknow (1998)

Bachelor of Arts

Lucknow University, Lucknow (1996)

COMPUTER KNOWLEDGE

- Proficient with the use of Windows, MS Office and the Internet.

EXTRA CURRICULAR ACTIVITIES

- Represented the college cricket team.
- N.C.C Certificate from Combined Annual Training Camp, Kanpur in the year 1994.

Date :

Place :

(Ravi Pratap Srivastava)