


CURRICULUM VITAE

NAME:	Gurmeet Singh
FATHER'S NAME :	Lt. S. Jaswant Singh
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OBJECTIVE:

- A challenging and rewarding position in a growth oriented organization where my skills and experience can be utilized towards achieving the organization's goals.

Qualification:

- BA from CMJ UNIVERCITY
- Passed 1 Yrs diploma in Computer Hardware from CEDTI
- Passed 1 Yrs diploma of Designing and programming.
- Passed 6 months Diploma in Programming. (C,C++ ,VB,Palcal,Cobol).
- Three months diploma in Typing

Work Experience:

- 1) Worked in Connect for 6 months as a collection Executive cum Backend from June 2005 to Nov2005.

Work Profile/ Job Responsibilities:

Handling cash counter, Field collection, Retention and barring process and MIS.

- 2) Worked in Vandy Coll. Solution PVT LTD. as a Asst. Manager (Collection and Operation) from Dec 2005 to June 2008 for ABN AMRO Credit Cards..

Work Profile/ Job Responsibilities:

All back up, Maintaining Allocation, Maintaining the record &data MIS, Cash Handling, Also managing the portfolio of Ldh & Jal ABN (Auto/pl Cards Coll.). . Handling collection team in Chandigarh (ABN Credit cards),

- 3) Worked in GE Capital as a Sr. Operation Executive for SBI Credit Cards from July 2008 to Oct 2013.

Work Profile/ Job Responsibilities:

Handling the agencies and vendors bills as admin (Validation, Uploading and payment follow-ups MIS). Reporting Collection MIS to Operation Manager, Maintaining the files, records & data, Handling Rt books and Audit the same. Handling the Letter heads and tracking . Maintaining and Share the MIS (record for Rt books & Letter heads), Handling the Payment process (Cash and chq) and Audit of the drop boxes for Punjab, Himachal, Haryana and Jammu. Handling walk-In Customers and issues received from the Bank branches.

- 4) Worked in Magma Fincorp Ltd as Customer Service Officer since Nov 2013

Work Profile/ Job Responsibilities:

Handling walk-in customers and providing end to end solution for their queries, helping in generating sale leads for sale team/ helping collection team for settlements, Handling coordination for pan Punjab for customer service. Handling issuance of NOC to customers and other services.

I was promoted in Poonawalla Fincorp Ltd as Customer Service Manager (formally known as Magma Fincorp Ltd.) in 2016

Work Profile/ Job Responsibilities:

Handling QRG and helping to maintain SLA PAN India for the same/ Cross Sell/ Delivering good NPS/ Managing NOC delivery, Helping to resolve Customers complaints. I had given the training to call center in 2017 and in 2021. Helping in various types of trainings to all the CS team time to time. I handled Haryana region with my existing Punjab region from 2019 to Oct 2022.

Promoted to RCSM in Nov 2022 for North Region.

RELEVANT SKILLS:

- Good organizational skills and ability to work independently as well as in team.
- Relevant, efficient and dedicated towards organization.
- Good Advance knowledge of MS Excel.

HOBBIES:

- Meeting People, Traveling, Music,

Date:

Place:

(Gurmeet singh)

