

SUSHIL PILLAI

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To perform at the highest level of my potential working towards the set goal and targets. Striving to achieve perfection at the job and better myself through continuous gain of knowledge & through continuous learning

EXPERIENCE

DATES FROM – 2007 Till date

POONAWALLA FIN CORP LTD (FORMERLY KNOWN AS MAGMA FINCORP LIMITED)

PRESENTLY POSTED AT GUJARAT AS : Customer service manager (CSM)

Looking after Gujarat Region FROM JAN 2022 TILL DATE

JOB PROFILES: CUSTOMER SERVICE MANAGER (CSM) FROM 2013 TILL DATE

ROLE & RESPONSIBILITIES:

CROSS SELL:

- LEAD GENERATION FROM WALKIN CUSTOMERS FOR RESPECTIVE LOCATIONS
- DAILY FOLLOW UP WITH BIZ STAKE HOLDERS FOR EFFECTIVE LEAD CONVERSION
- ENSURING CROSS SELL TARGET ACHIEVEMENT FOR THE REGION
- ADHERENCE TO CROSS SELL GUIDELINES

BRANCH VISIT:

- MEET STAKE HOLDERS - BM/AM/TBH/FO & SHARE INSIGHTS AT THE GROUND LEVEL WHICH NEEDS TO BE WORKED ON TO IMPROVE LEAD CONVERSION

CUSTOMER SERVICE:

- HANDLING CUSTOMER QRG IN AN APPROPRIATE WAY & REGISTRATION OF THE SAME IN CRM
- FOLLOW UP OF CUSTOMER REQUEST & GRIEVANCE WITH STAKE HOLDER FOR FINAL RESOLUTION
- FOLLOWING UP FOR NOC DELIVERY WITH CUSTOMERS PROACTIVELY
- HAND OVER OF PROPERTY DOCUMENTS ALONG WITH NOC. ACKNOWLEDGEMENT TO BE TAKEN AND SHARED WITH COLLATERAL
- ACKNOWLEDGEMENT OF NOC HANDED OVER TO BE FILED
- EXPIRED NOC SHREDDING ON A MONTHLY BASIS. SEPARATE FILE TO BE MAINTAINED
- CUSTOMER REFUND CHEQUES AND ORIGINAL INVOICE RETRIEVED SHOULD BE MAINTAINED UNDER LOCK & KEY AND FOLLOW UP WITH CX FOR HANDOVER

**TERRITORY OPERATION -TEAM LEADER (OPERATION, ACCOUNTS & CUSTOMER SERVICE)
PERIOD Nov 2020 TO Dec2021**

- Handling team of 5 members & 4 Branches (Gwalior Territory)
- Handling Operation, Accounts & Customer Service as per Policy.
- Authorization of all retails assets Loan files e.g. CV, Tractor, Car, etc
- Monitoring accounts activities e.g., Daily Cash/Cheque collection & deposition, Receipt processing as well as audit.
- Monitoring for disbursement with correctness & should be proper compliance.
- Monitoring of timely dispatching (Credit & Legal folder) across branches
- Evaluate a personal credit's worthiness.
- Reviewing Loan agreements to check nothing has changed.
- Authorization of Disbursement in Fin one & cross verifying documents
- Delegated duties to team & giving them specific tasks to accomplish to complete within timeline.
- Dealing with different agencies which are working for collection of PDD.
- Monitor daily operational activities to ensure free flow process & also supervise the execution of daily task.
- Successfully trained new joined Candidates.
- Follow-up with respective stake holders for timely submission of OTC/PDD documents.
- Good leadership qualities, with high inspiration & motivation with good interpersonal & communication skills

JOB PROFILES: CUSTOMER SERVICE MANAGER (CSM) FROM 2013 TILL DATE NOV 2020

ROLE & RESPONSIBILITIES:

JOB RESPONSIBILITIES: CRO FROM: 2012-2013

- TAKING CARE OF TWO REGIONS: MP, CHHATTISGARH POSTING AT RAIPUR AS A CRO (CUSTOMER RELATIONSHIP MANAGER)
- HANDLING THE TEAM OF BACKOFFICE REGARDING
- LOAN CLOSURES
- NOC HANDLING
- PREPARING MIS FOR COLLECTION BKT

RESPONSIBILITIES: BACKOFFICE (FROM 2007 TO 2012)

DATES FROM 2000– 2007

TELCON LTD. :

RESPONSIBILITIES:

- CREATING ORDERS OF MACHINES & SPARE PARTS ON (SAP)
- RAISING WARRANTY PARTS ORDERS

EDUCATION

YEAR 1998

PERSONAL DETAIL

PERSONAL DETAILS

Father's Name Mr. Ramdass Pillai

Date of Birth 09th Feb 1976

Nationality Indian

Marital Status Married

Language known English, Hindi

Hobbies Playing football

Declaration:

I hereby declare that the information furnished above is complete and true to the best of my knowledge.

Date:

Place: Jabalpur

(Sushil Pillai)