

RAKESH JUGATI TAYAL

Parswanath Apartment, Wardhaman nagar, Nagpur – 440008

Mob: 8446080005, **Email:** tayalr26@gmail.com

Customer Service, Customer Retention, Collections, Corporate Relations

Offering 20 + years of experience & seeking challenging managerial assignments across the industry.

PROFILE

Competent and diligent professional with capability to handle a wide range of managerial assignments ranging from Customer Service, Customer Retention, Management & Corporate Relations. Currently Spearheading as Team Leader (Deputy Manager) (Collections) with Poonawalla Fincorp Limited (Earlier Magma Fincorp Limited), Nagpur. Adept in Identifying / developing new streams for long- term revenue growth and maintaining relationships with customers to achieve repeat / referral business by providing customized services. Proficient in implementing systems / Procedures with proven ability to achieve financial discipline. Possess excellent written, oral, and interpersonal and communication skills.

Key Strength Areas

Customer Service * Customer Retention * Corporate Relations * Corporate / Agency / Individual Collections * Target Achievement * Client Relationship Management * Life Cycle Management Process * Team Management

Professional Experience

Poonawalla Fincorp Limited (Earlier Magma Fincorp Limited)

Since 2012

Responsibilities:

=> Handling portfolio of Rs 13.10 Cr of CV, Trac, Car, CE, 0- 90 bkt with 550 contract of Vidarbha locations.

=> Enhancing normalization rates to ensure continued profitability of Business & improve process to ensure efficiency in customer contract and recovery techniques

=> Holds credential in generating & maintaining MIS reports pertaining to process delinquency / recoveries / variances / corrective actions. Ensuring overall handling of daily queries related to the services thereby do the needful actions to solve the queries in time.

=> Coordinating between various personnel such as credit, operations, and sales, to sort the exact problem occurring to bring down the no. of cases in delinquency.

=> Instrumental in monitoring, training of vendors, channel partners and bank team about the changes in policies, targets, and new development in the processes.

E-NXT Financials Services Limited, Nagpur

Tata Group

July 2006 to Dec 2012

Responsibilities:

- ⇒ Handled collections having portfolio Of Rs 3.23 crore of CV 1-4 bkt with 700 contracts of Vidarbha, Chattisgarh & Chhindwara locations.
- ⇒ Coordinating between various personnel such as credit, operations, and sales, to sort the exact problem occurring to bring down the no. of cases in delinquency.

Shree Agarwal Finance India Pvt. Ltd.

Agarwal Group of Companies

Dec 1999 to June 2006

Responsibilities:

- ⇒ Handled collection & finance of CV & PC portfolio for location Pune, Chandrapur, Buldhana, Nagpur, & Yavatmal as a Manager.
- ⇒ Coordinating between various personnel such as credit, operations, and sales, to sort the exact problem occurring to bring down the no. of cases in delinquency.

EDUCATIONAL AND PROFESSIONAL DEVELOPMENT

Qualification	Board / University	Year of Pass
M.com – I	Nagpur University	1995
DBM	C P Berar college, Mahal	1994
B com	Nagpur University	1993

Personal details:

Date of Birth : 13th March 1970

Father's Name : Shri Jugati Prasad Tayal

Nationality : Indian

Religion : Hindu

Marital status : Married

Languages Know : Hindi, English, Marathi

Permanent address: Parswanath Apartment, Flat no 202, Wardhaman nagar, Bhandara road,
Nagpur-440008

Date:

Place: Nagpur

Rakesh Tayal