

AMITAVA SARKAR

Present Address:

Amiya, 18C Mitrangan,
Behind Padma Cinema Hall,
Sodepur, Kolkata-700 110
Contact No: +91 9831867105

Deputy Manager - Business, MBA, (B.Sc.) Graduate, 18+ Yrs. Experience in Collection, Business & back office job.

PROFESSIONAL SNAPSHOT

- Strong knowledge in Sales & Collection
- Strong knowledge in Retail Asset Operation including Loan Disbursement, Insurance conversion, Banking and Customer Service.
- Handle vehicle collection of 0-90 & 90+ Bkt., Soft and Hard Bkt of SME & HL
- Proficient in handling Customer service management and process management. High-performing professional with experience in managing operations, promotional activities, quality assurance, team leadership, customer satisfaction while managing and understanding competition, consequently achieving and providing high standard customer services.
- Strong leadership traits successfully co-ordinate with different business units & collections in the areas of Loan Operation, Customer Service, Quality Management, Internal Control, Retention and collection.
- **Product Handled: Commercial Vehicle Loan (CV), Commercial Equipment Loan (CE), Car, Tractor, General Insurance, SME, LAP & HL**
- **WORK EXPERIENCE**

❑ **Magma Fincorp Limited (Feb'2007 - Present)**

From 2007 to Nov 2015 looked after soft bkt collection (0 – 60)

Roles and Responsibilities:

- **Collection**
 - Monitoring collection thro team on daily basis
 - Update team on daily basis
 - Special focus on higher bkt
 - Follow up critical a/cs
 - Repossession / Release of vehicles
 - Achieve team's target as well as company

Worked as a "**Branch Manager**" at Basirhat Branch from Dec'2015-June'2020

Roles and Responsibilities:

- **Collection**
 - *Monitoring bkt. wise collection*
 - *Maintain relationship with customers*
 - *Special focus on 61-90 bkt.*

- **Business**
 - Looking after asset credit.
 - Cross Sell business
 - Monitoring productivity & accuracy level of each team member and the team.
 - Proper checking and process within TAT.
 - Set limit to the customer account as per requirement.
 - Handling Internal Audit.
 - MIS generation and reporting.
 - Convince customer's for MHD insurance
 - Managed Agreement execution, invoicing and billing, payment for vendors.
 - Proper and accurate Data Maintenance
- **PDD Management**
 - Timely and accurate PDD updating in system.
 - Storage of PDD's after updating in system.
 - Uploading scan image of PDD in system

Worked as a **"Collection Manager"** at Malda Branch since June'2020

- **Collection**
 - Monitoring collection thro team on daily basis
 - Update team on daily basis
 - Looking after Malda Dist., U/Dinajpur, D/Dinajpur & Part of Murshidabad
 - Special focus on higher bkt
 - Follow up critical a/cs
 - Repossession / Release of vehicles
 - Achieve team's target as well as company

Presently Working as a **"State Collection Manager 90+, SME, LAP & HL"** since June'2022

Roles and Responsibilities:

- Responsible for SME, Lap & HL Collection of East Zone.
- Monitoring collection thro team on daily basis
- Update team on daily basis
- Achieve weekly target
- Special focus on LAP & HL
- Follow up critical a/cs
- Accusation of property thro' Legal process
- Achieve team's target as well as company

❑ **Bajaj Finance Ltd., 2006 – 2007**

Worked as a **"Team Leader"** in the **Collection (CD/PC/PL)** department.

Roles and Responsibilities

- **Collection**
 - Monitoring collection thro team on daily basis
 - Monitoring collection agencies on daily basis
 - Provide date hard copy to team & agencies
 - Update team on daily basis
 - Special focus on higher bkt
 - Follow up critical a/cs
 - Repossession / Release of assets
 - Achieve team's target as well as company
 - Visit agencies as per the schedule

❑ **Magma Finance Ltd., 2004 to 2006**

Worked as a **"Senior Executive"** in the collection department

Roles and Responsibilities:

- **Collection**

- Monitoring soft bkt collection thro team on daily basis
- Update team on daily basis
- Special focus on higher bkt
- Follow up critical a/cs
- Achieve team's target as well as company

- ❑ **Mobilink Ltd 2000 - 2004**

Worked as a **"Sales Executive"** in pager sales department.

Roles and Responsibilities:

- Achieve Target
- Daily sales activity
- Maintain DVR
- Buildup relationship with customers.

EDUCATIONAL QUALIFICATIONS

YEAR	QUALIFICATIONS	BOARD/UNIVERSITY	DIVISION/CLASS/GRADE
1988	Madhyamik	Bihar Board	1ST
1990	I Sc	Ranchi University	2ND
1993	B.Sc	Ranchi University	2ND
2008	MBA (Marketing)	Sikkim Manipal University	A

PROFESSIONAL QUALIFICATION

- CCB (Certificate of Computer Basic) from WBEL Computer Education Centre.
- Certificate in Computer Hardware Course from Youth Center.

Reference : 1. Mr. Saikat Roy 07044073709

Date:
Place: Kolkata

(AMITAVA SARKAR)