

SHARMILA BHADURI

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Secure a challenging position where one can effectively leverage on skillsets and contribute to the growth of the organisation as well as personal growth.

Professional Experience:

Currently Working with Magma Fincorp Ltd. as Deputy Manager, MIS Analytics

Active involvement in maintaining information relating to performance of the organization, analysis and research, managing an extensive database and thereby assisting the management in providing information during Board Meetings, Executive Meetings.

- Overseeing pan India reports pertaining to Performance of Recovery personnel such as daily visit, collections, adherence etc.
- Facilitating generation and analysis of reports which serves as an effective source for tracking various trends and providing inputs for decision making in the areas of Target setting, FO performance, & Recovery
- Preparation and circulation of MIS relating to various parameters of Recovery such as targets, collections, non-deposited collections, receipt cancelation etc.
- Preparation of review files for various Executive meetings and Board meeting.
- Preparing reports for tracking the performance of NPA pool.
- Managing & warranting that the team is accountable for maintaining timelines
- Ensuring sanctity and accuracy of information so that specified goals of business are achieved.
- Liasoning and supervising reports relating to Magma's endeavours in different projects such credit engine.
- Preparation of Portfolio Trackers : Credit Indicator, RC pendency etc.
- Asset Management: Maintain asset tracker to include & exclude assets as per current program.
- Resale Price Matrix: Prepare & control this matrix for used ABF segments.
- Dealer Lending Price Matrix: Compare with present market price of Tractor & last price was available at our end along with newly launched products.

Mar '12 to Jan'13 Magma Fincorp Ltd. - Senior Executive Marketing Support for BDU Pan India

- Single point of contact between the Product Managers of all the division and HO regarding the Channel Partners.
- Ensuring Channel Partners details like contact numbers, bank account details etc. Should be updated in the system. So that they can get updated information and their payouts on time.
- Follow up with the various departments for any Channel related issues.
- Keeping regular track of Channels performance.
- Facilitate in creation of customized offerings through understanding Channel Partner's needs & profitability targets.
- Handling the account of some of the Key Channels Pan India in terms of sending gifts on their Birthday & Anniversary.
- Ensuring all the locations are getting banners, posters, brochures as and when required.
- Getting calendar and ensuring that all locations and states are covered, standees in dealerships. Manufacturer outreach
- Preparing proposals, agreements, and presentations

Jun '09 to Mar'12 Kodak India Pvt. Ltd. - Customer Support & Planning

- Responsible for overall sales order processing activity which involves distributor management, sales forecast, inventory reporting- both at organization and distributor level for planning and execution of stock movement activities.
- Maintaining a healthy relationship with existing customers while opening up fresh customers. Providing sales and administrative support involving efficient handling of top and confidential agreements,
- Coordinating with vendors for getting estimates for sinages, banner, Poster for our customers. Preparing proposals, agreements, sales reports, and presentations.

Apr '07 to May '09- Bharti Airtel Ltd. as MIS (Risk & Credit)

- Handling the total backend process of new customer engagement policy involving welcome call and first bill call.
- Capturing all requests & complains rose by customers in CRM while doing corporate welcome calls and resolving the same by coordinating with other concerned departments.
- Ensuring quality and contactability within TAT for calls done by our outbound agents through regular updates on rate plans, telecalling scripts and practicing mock calls. Ensuring strict adherence to processes and closure of all escalations within turnaround time by other departments through proper coordination.

October '04 to March'07- Reliance Communications as Customer Care Executive

- Handling all queries of walk-in customers in the web world express, and resolving them.
- Uploading of CAF for postpaid and prepaid connections for activating services and also terminating customers' service as per request.
- Handling Verification process, fixing up credit limit on the basis of customer's profile. Updating the same in the system.
- Maintaining MIS on a regular basis by keeping a track of the entire above mentioned process and customer's feedback.

Professional Skills:

- Strong familiarity with Microsoft office with intermediate to advanced Excel skills.
- Ability to be flexible and learn on-the-job quickly, create documentation, and follow instructions.

Academics:

Bachelors of Commerce (B.Com) from R.B.C Collage (Affiliated to Calcutta University)	2000- 2001
Higher Secondary Certificate (H.S.C) from Kendriya Vidyalaya Airforce (Affiliated to C.B.S.E)	1997- 1998
Secondary School Certificate (S.S.C) from Kendriya Vidyalaya Army Bkp (Affiliated to C.B.S.E)	1995- 1996

Personal Details:

Date of Birth	:	30 th March 1980
Address	:	133 North Station Road Agarpara, Kolkata-700109
References	:	Available on request
Marital Status	:	Married