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Arjit Vashistha

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| Professional Experience | 14 August 2017 – Till Date Money Managers Delhi  Proprietor (Sales – Unsecured Loans)  **Responsibilities**   * Achieve allocated target for Personal Loans through lead generation and fulfillment from the Channel/Network & Open Market. * Handle the team of Coordinator/ FOS and drive their productivity levels. * Channel Management.   04 February 2013 – 14 August 2017 HDFC BANK LTD. Delhi  Manager (Sales – Personal Loans)  **Responsibilities**   * Achieve allocated target for Personal Loans through lead generation and fulfilment from the branch network, DST Channel & open market. * Handle the team of FOS and drive their productivity levels. * Ensure target branches achieve their targets with requisite conversions. * Ensure healthy LG to LC ratios. * Channel Management.   **Achievements**:   * Award for top performer in BPM Personal loans for FY 2013 – 2014.   11 March 2011 – 03 February 2013 HDFC BANK LTD. Delhi  Deputy Manager (Phone Banking - customer service & sales)  **Responsibilities**  Performance Management & Training Need Identification for the assigned team.  Roster & Scheduling on the basis of daily work flow report.  Audit reports for process & developing time to time strategy to increase productivity.  Maintain customer relationship by personal visits and timely grievance resolution.  Handling a team of 20 inbound customer support (Phone Banking) representatives.  Effective Coordination with sales team (Phone Banking leads) which include 2 sales managers (assets desk: loan products and credit cards), 10 telesales representatives and 20 field representatives (HDFC LIFE Insurance).  Is responsible for Production, Crisis, and Time Management for the teams, analyze volume trends, gather, track and report productivity metrics.  Participate in Operations Relationship calls to understand and align with customer’s requirements and expectations.  11 May 2010 – 28 February 2011 AVAZON BPO Gurgaon  Assistant Manager  **Responsibilities**  Was handling a team of 3 team leaders and direct reporting 25 agents (floor strength 182).  Performance Management for the assigned team.  Build, coach and direct all teams to meet the required performance standards (SLAs).  Developing time to time strategy to increase productivity.  Training Need Identification and Team motivation and grievance resolution.  Was responsible for Production, Crisis, and Time Management for the teams, analyze volume trends, gather, track and report productivity metrics.  Participate in Operations / Client Relationship calls to understand and align with customer’s requirements and expectations.  **Achievements**:   * Was part of successful **Transition** of three processes. * Adjudged best team leader for month of July and September 2010.   30 March 2009- 10 May 2010 Bank Of America (BACS) Gurgaon  SME - Subject Matter Expert  **Responsibilities**   * Responsible for training of new hire. * Responsible for giving updates to team and training on those updates. * To achieve monthly Performance Target. * Preparing growth map for Team Member. * Handling and coaching a team of 5 Team Member. * Responsible entirely for performance of Team Member. * Supporting Team Leader with full of my knowledge. * Responsible for giving quality feedback. * Taking meetings for team. * Involved in roster preparation.   **Achievements**:   * Achievement award for third quarter of 2009. * Award for best commitment and performance. * Top performer for the month of February 2010.   21 May 2007- 28 Mar 2009 Global Vantedge India (Aegis) Gurgaon  Specialist – Subject Matter Expert  **Responsibilities**  Supporting team leader with team handling.  To achieve monthly target in collection.  Supervisory calls on required cases.  Help new hires with product knowledge.  **Achievements**:  Been top performer in GVI for 13 months in row.  Been quality star (top performer) for month of June, July and December 2008.  06 February 2003-12 May 2007 Money Managers® Delhi  Team Leader.  **Responsibilities**  Handling team of 5 callers.  Handling team of 12 field executive.  To achieve monthly target.  Supervisory calls on required cases.  Marketing and sales of HDFC Standard Life Insurance.  Handling the problems in team and centre.  Training new hire.  To maintain positive energy in centre and team.  Giving information and maintaining the policies of company.  **Achievements**:  Awarded with best team leader of the month (18 month in row).  Awarded with best team leader award (best team) of the year 2005-2006.  Awarded for highest sales in month of July, August, September and December 2003.  Awarded for highest sales in month of July, August and September 2004. |
| Education | [ 2007-2009 ] Dr. B.R. Ambedkar Open University Open  M.B.A. (Finance)  [ 2002-2005 ] Deen Dayal Upadhyaya college (D.U.) Delhi  B.Sc. (physics honors)  President of college students union (2004-2005).  Cultural co-ordinator (2003-2004).  [ 2002 ] Mont fort Sr. Sec. School Ashok Vihar Delhi  Senior school | |
| Additional Trainings Attended | **Six sigma basic.**  Anti money laundering.  Code of ethics.  Information protection and privacy.  Protecting your business.  Treating customers fairly.  Information protection and business continuity.  Internal security awareness.  Performing to higher standards part-1.  Getting past clashes: valuing team diversity.  Communicating for success.  Creative and analytical approach to problem solving.  Fish Philosophy.  Who moved my cheese. | |
| Languages | English  Hindi | |
| Interests and activities | Been a Martial Art coach in various institutions.  Been captain of school and college football team.  Possess black belt in Taekwondo, Karate, Jeet-kone-do.  Possess many certificates in athletics, basketball, volleyball, dramatics etc.  Always looking for something new and exciting (adventure) hunger for growth. | |
| Personal details | Father’s name - Naresh Chandra Vashistha  Date of birth - 26 Aug 1984  Nationality - Indian | |