



Chitra Bhaskaran

Supervisor in collection department

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WORK EXPERIENCE

10 Years

DOB

15th July 1994

ABOUT ME

As a graduate with 10 years of experience in collection department as a supervisor. My knowledge includes managing employee's performance goal, problem solving, planning and managing the work. I am excellent in working with others to achieve a certain objective on time with excellence. My team management and communication skills combined with my relevant work experience make me a real asset to any organization that I work for.



Education

B.COM

Indira Gandhi Open University_IGNOU
Ahmedabad, Gujarat

Graduated, Dec 2018
Mark 50%

HSC. Commerce

Kerala Open University
Alapuzha, Kerala

Passing Year, March 2012
Marks 60%

S.S.C

A-One School
Gujarat University
Ahmedabad, Gujarat

Passing Year March 2010
Mark 55%



Skills

- Thorough knowledge of applicable bank policies, procedures and collection related laws, regulations and procedures
- Proficient knowledge of computer applications and or the equipment used in the collection area
- Thorough knowledge of collections and the products and services supported by the area
- Well-developed customer relations skills
- Ability to work with computers and Windows PC applications (this includes the ability to learn new and complex computer system applications)
- Commitment to ongoing learning and career development
- Banking and Financial service background
- Flexible scheduling
- Trustworthy
- Complaint resolution

Work Experience

January'23 to Current

Assistant Purchase Manager

HEC Infra Projects Ltd

Ahmedabad, Gujarat

Currently working with HEC Infra Projects as Assistant Purchase Manager in Purchase Department.

- Conducting product research and sourcing new suppliers and vendors
- Compare and evaluate offers from suppliers
- Updating order details into our internal databases. (SAP)
- Ensuring stock availability and placing orders as and when required
- Verifying receipt of items by comparing items received to items ordered
- Updating and maintaining records of all orders, payments, and received stock in SAP
- Generate reports necessary for updating Purchasing dashboard for track
- Sourcing materials, goods, products, and services and negotiating the best or most cost-effective contracts and deals
- Coordinating with the delivery team and following up on delays or orders that have been rescheduled

June'2021 – December'22

Supervisor

Connegt Business Solution Ltd

Ahmedabad, Gujarat

Worked with Connegt Business Solution Ltd as a Supervisor for Field Collection in L&T Two wheeler collection process and handling a team of 12 FOS.

- Demonstrated knowledge of accounts receivable and led a team of 12 collectors successfully
- Personally managed a portfolio averaging 400 debtors
- Acting as the main point of communication between the main field and the office
- Reviewing project progress to ensure that deadlines are met
- Encouraged teamwork and directed problem solving skills to overcome complex issues
- Analyzed customers' earnings, payment history & categorize to recommend payment plans
- Resolved complaints and discrepancies with collectors and customers
- Prepare and present reports on collection activities and progress

July'2019 – January'2021

Supervisor

HDB Financial Service Ltd

Ahmedabad, Gujarat

Worked with HDB Finance Ltd as a Supervisor in HDFC collection service and managing 12-15 collection representative.

- Supervise and oversee a team of 12-15 collection representative
- Preparing report and analyzing data to assist management as they determine call center goal
- Allocation of data according to team strategy (POS Value & ACR) to team and setting target individual and team
- Maintain data base i.e. Allocation, Daily payment updating, FR and In-house cases update it on daily basis to track day by day performance and movement done by team

- Track daily movement done by individuals in a day and provide daily run rate to them to achieve target by month end
- Co-ordinate with CLM's and Field Officers to get better resolution on each and every high POS cases
- Co-ordinate and manage day-to-day workflow of collection team by monitoring and evaluating performance by their daily productivity i.e. AI and CI, TOS Report & daily required movement in resolution and take action, if necessary
- Feedback on each cases especially on high POS and unpaid cases of which are for given for projection
- Review and analysis performance metrics to identify areas of opportunity that will drive performance and improvement
- Create tables, pivot reports and charts for information tracking purpose and sent it to managers on daily basis

July 2013 – June 2019

Team Leader

Astute Management Solution & Pvt Ltd

Ahmedabad, Gujarat

Worked with Astute Group as Team Leader in Outbound process of Hero Fincorp Ltd in collection department & managed a staff of 18 collection representatives

- Assigned daily responsibilities task for 15-18 team members
- Maintain daily attendance sheets and incentive
- Maintain summary of data, daily productivity of team and monthly reports
- Escalate issue which cannot be resolved by team and highlight it to seniors to get it resolved
- Conducted team meeting and provided performance review and developmental feedback on a weekly/monthly basis
- Manage employees and team performance provide new employee training, developing, coaching, and adherence to department policies and procedures
- Monitor floor activity and calls to assist employees
- Manage high level of outbound and inbound customer calls
- Barge live calls of tele callers and give live feedback



Computer Proficiency

- Microsoft Office
- Email communication
- Internet Research
- MS Outlook
- Hlookup, Vlookup and Pivot Table



Languages

- English
- Hindi
- Malayalam
- Gujarati



Personal Interests

- Interested in completing DIY projects
- Socializing with friends and family
- Listening music
- Gardening
- Cycling



Personal Details

Father's Name:	Mr. Bhaskaran Valsalam
Mother's Name:	Mrs.Baiju Bhaskaran
Marital Status:	Single
Birthday:	July 15, 1994
Nationality:	Indian
Gender:	Female

Declaration

I, Chitra Bhaskaran, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Chitra Bhaskaran

Ahmedabad, Gujarat