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**MAMTA**

**Mobile:** 8426041656, 9718979960

**E-Mail:** mamta732@gmail.com

***CAREER VISION: To effectively contribute my skills as a Professional and to perform up to my potential for the company & to accept various challenges from industry.***

**CAREER OVERVIEW**

* **Has been worked with Matrix Placement Services as BUSINESS DEVELOPMENT EXECUTIVE.**

Period: 1yr & 2 months (May. 2011 to Jul. 2012)

Responsibilities were:

* Meeting with H.R’s to know about their Training &Recruitment needs.
* Generating new business leads in web developing and software sailing.
* Give presentations and follow-ups.
* Maintaining end to end relations like from raising bills to collecting payments.
* Collected data of various Trainers and personally meeting them to help them in designing programs.
* Meeting with TPO’s of management &Engineering colleges for proposing them for on campus training programs & responsible for the full life cycle of recruitment.
* Meet with companies and proposing them for Campus placements and lateral hiring.
* Meet with TPO’s of various Institutes for campus recruitment's, Job fairs**.**
* **Working with Fullerton India as Agency Collection Manager in Stark Force Pvt. Ltd.**

**Period: 3yrs5months (From Aug. 2012)**

Responsibilities are:

* Manage team of 25-30 executives to collect EMIs of personal & home loan.
* To meet monthly individual targets in collection of personal, home & business loan.
* Handle client’s problems on daily basis and have to satisfy them for their queries on loan and credit cards.
* Meet defaulter customers for making them aware about their CIBIL Records and to make them deposit EMIs on the turn of their payment cycle.
* Short out the disputes on EMIs from the customer side.
* Handle discrepancy in receipts from the executive side.
* Customer relationship management and providing value added customer service, ensuring their satisfaction with the products/services.
* Responsible for the full life cycle of recruitment.
* Preparing job description through job evolution with help of line mangers.
* Handling & Managing recovery for loans & credit cards.
* Ensure maximum recovery on accounts through inbound/ outbound calling in a timely manner.
* Collection Process on Phone with recovery agents/ Customers.
* Managing collection of all BKT's.
* Responsible for periodically Audit of Collection Department.
* Checking & validation all the vendor bills.
* Daily basis reports for agency in receipt of field executives, cash & Cheque annexure, handling discrepancy in receipts, re-con settlement cash file at the end of the month.
* Conducting daily operation of collections department. Build collection status dashboards.
* Performing Telecalling and handling backend collections activities.
* Regular handling of customer conflict, principally as a result of escalated calls.
* Analyse data and identify issues to minimize financial risk. Build and design customer segmentations models to predict risk of loss, customer contact ability, and profitability.

**PROFESSIONAL QUALIFICATION**

* B-TECH in the year 2011 from RTU, KOTA with aggregate 71.08%

**ACADEMIC QUALIFICATION**

* 10th from C.B.S.C Board, in the year 2005 from K.V.R.K...Puram Sec-8, New Delhi with 75.6 %.
* 10 + 2 from C.B.S.C Board, in the year 2007 from K.V.R.K...Puram Sec-8, New Delhi with 58 %.

**KEY AREAS**

**Windows 9x, 2000, XP:** Extensively used operating systems

**Others Tools:** Well command in MS Excel, Office tools MS-Office XP, MS-Access,

**PERSONAL DOSSIER**

Husband’s Name : Mr. Rakesh Kumar Jat

Date of Birth : 2 sep., 1989

Marital Status : Married

Hobbies **:** Painting, Interior Decoration.

Strength : Problem Solving Approach, Dedication & Team Player

Language Proficiency : Superior written and verbal communication skills in English/Hindi.

Address : H-122 Sarojini Nagar, New Delhi-110023

Place: New Delhi

Mamta