

## AVISHAK RANA

D.O.B.: 28.09.1998 Gender: Male

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### ACADEMIC QUALIFICATIONS

Year	Examination	Institute	Board/University	Percentage
2021	B.Com(H)	Netaji Subhas Open University	N.S.O.U	74.77
2016	XII	Belur High School	W.B.B.H.S.E	55.20
2014	X	Salkia A.S High School	W.B.B.S.E	52.71

### WORK EXPERIENCE

#### BAJAJ FINANCE LTD.

Jun 2022- Till Date

Designation: Deputy Manager- PLCS - T1

##### Job Responsibilities:

- Meeting & exceeding business goals/targets in different products i.e. Loans & Insurance Bundled/Non-Bundled through lead fulfillment & Field Activity on existing database
- Monitoring & leading the entire process from lead generation to disbursement of loans
- Campaign management for call-center
- Managing growth & profitability of Personal loan & Tele binding channel in PLCS
- Conceptualize & develop promotional campaign for all the channels
- Drive call center to achieve sales target & conduct regular reviews with team to ensure business plan is executed
- Measures productivity & implement training measures to bridge the gap to achieve required productivity
- Work on delivering critical business projects as assigned from time to time
- Initiate & lead various process enhancement and system development projects for both the channels
- Identify process improvement areas & re-engineer the existing process to bring efficiency & reduce cost
- Recruit, Retain, Manage & Build productive team of Off Roll employees
- Maintain delinquency on the portfolio, in line with the Product Segment
- Take care of Customer Escalations & Complaints
- Monitor & measure key conversion, productivity & data penetration metrics
- Effectively engage with Credit, Operations, Risk & Collection team

#### TVS CREDIT SERVICES LTD.

Nov 2018-May 2022

Designation: Sales Collection Executive -TW

- Monitoring & leading the entire process from lead generation to disbursement of loans
- Maintain relationship with Dealer
- Campaign management for Dealer

- Maintain penetration level of TVS Motors sales in counter
- Maintain collection 0 to 3 MOB, Bucket 1 to 6 normalize/stab and vehicle repo
- Take care of Customer Escalations & Complaints

**REVI COATING PVT. LTD.**

**Nov 2017 - oct 2018**

**Designation:** Back Office Executive

- Processing company receipts, invoice and bills
- Assisting and coordinating with the sales team
- Assisting the front office team
- Organizing staff meetings and updating calendars
- Managing basic admin duties including printing, sending emails, and coordinating office supplies
- Assisting and supporting management

**J.T.B.S COUNTER HOWRAH**

**May 2016 - Oct 2017**

**Designation:** Ticket Counter Executive

- Issuing tickets in ticket booking offices through computer reservation system and unreserved ticketing system
- Take care customer service

**ADDITIONAL QUALIFICATION:** vast knowledge in computer on basic including M.S. Office, desktop Publishing etc.

**PROFILE SUMMERY:**

- An enthusiastic experienced person with highly motivated and leadership skills
- Eager to know and learn new technologies and Methods
- Always willing to innovate new processes which can improve the existing things

**PERSONAL TRAITS:**

- Ability to produce best result in pressure condition
- Ability to work individually as well as in team

**ACHIEVEMENT:**

- Awarded as 'KUDOS' on Pan India basis in the month of March-2023

**OTHER INTERESTS:**

- *Suffering Internet*
- *Playing Games*

**Declaration:** It is hereby announced by myself that all the above information are perfectly True & Believable.

**Date:**

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**(AVISHAK RANA)**

