

RESUME



NAME : ANUPOM KODALI

MOB NO : 9674763809. Email id - anupomkodali0@gmail.com

CAREER OBJECTIVE

I love to be called an enthusiast who believes in hard work with integrity and honesty. A disciplinary approach of life and loves challenging roles which involves lot of brain storming and strategies making. I believe that toughest jobs demanding high resolutions can also be handled by love, empathy and compassion. I have always strive for the best, considering my experience, idea and talent, I would like to be a part of the organization and put in my best efforts for the overall growth of the organization.

CORE COMPETENCIES

- Ability to manage a Team
- Good knowledge of Collection tools & techniques
- Sound understanding of regulatory guidelines on Collections issued by RBI and regulations that impact on business in general
- Customer Relationship & Customer Retention
- Advanced excel and also MS word , Power Point
- Highly cooperative and team-oriented and able to work under pressure, Quick Learner and good Interpersonal skills
- Responsible , team player , eager to learn new things , Problem solving abilities , ability to cope with change , Flexible , Patient

PROFESSIONAL EXPERIENCE

➤ Team Leader in Badabro (Alexcy Tracon Private Limited - From Aug 2021 to till now)

Job Responsibilities : -

- Managing day to day planning, operational challenges and solving problems of a team of agents
- Plan and manage the group's performance on the collection average basis and look for methods to constantly exceed expectations
- Responsible for management of Engagement, Attrition for the team
- Prepare schedules for the teams and ensure attendance
- Conduct meetings regularly to ensure open communication and devise an action plan to address issues/ concerns raised by the team
- Assist Team Members in consistently meeting or exceeding performance expectations for assigned accounts
- Performance tracking of associates based on parameters like minimum calls per day, contact percentage, promises calls ratio (Promise to pay) and promises kept
- Assist with training for new associates to ensure strong understanding of collection policies, processes and systems
- Listen to team members' feedback and resolve any issues or conflicts
- Recognize high performance and reward accomplishments
- Assist team members with more difficult collection accounts whenever needs
- Ensure that all delinquent accounts have been thoroughly worked according to standardized collection procedures
- MIS preparation and sharing portfolio related information with the Reporting manager
- Set clear team goals , delegate tasks and set deadlines

➤ Operation Executive in Badabro (Badabro Giga Venture Private Limited - Jan 2020 to July 2021)

Job Responsibilities : -

- Responsible for calling to each allocated cases
- Responsible for collection of all bucket customer
- Meet collection target as per defined by Company
- Priorities the high overdue customer as early as possible
- Awareness call at the start of the month
- Adhering quality parameters
- Adhering to TAT for collection related complain
- Responsible for timely and accurate collections
- Responsible for customer support
- Responsible for doing NTC as per required by the company
- Responsible for doing OTC as per required by the company
- Responsible for doing Document Verification as per required by the company

➤ Senior Telecalling Officer in HDB Financial Services from Dec 2018 to Nov 2019

Job Responsibilities : -

- Awareness call at the start of the month
- Adhering to Quality parameters
- Adhering to COC/TAT/Wrap-up
- Identifying POS accounts , Priorities the customers
- Achieve Daily Recovery Resolution (DRR)
- Generate Pick-Ups and identifying accounts for Field Visits

PROFESSIONAL EDUCATION

- **POST GRADUATE DIPLOMA IN MODERN OFFICE MANAGEMENT FROM NETAJI SUBHASH OPEN UNIVERSITY - July 2018 to July 2019**
- **CUSTOMER RELATIONSHIP AND SALES - VOCATIONAL COURSE FROM LA MARTINIERE SEOMP SOCIETY-TECH MAHINDRA FOUNDATION - Aug 2018 to Dec 2018**

ADDITIONAL QULIFICATIONS

- **CERTIFICATE IN INFORMATION TECHNOLOGY AND APPLICATION**
- **MICROSOFT OFFICE SPECIALIST FOR OFFICE EXCEL FROM ANUDIP FOUNDATION**

EDUCATIONAL QULIFICATIONS

S.L No.	EXAMINATION PASSED	YEAR OF PASSING	BOARD OF EDUCATION	MARKS
1.	B.Sc (Pure Science)	2018	UNIVERSITY OF CALCUTTA	59.38%
2.	HIGHER SECONDARY	2014	W.B.C.H.S.E	73.4%
3.	MADHYAMIK	2012	W.B.B.S.E	74.57%

HOBBIES AND INTEREST

My hobbies are reading short stories, cooking , watching debates on TV ; and interest is exploring new places.

LANGUAGE KNOWN Bengali , Hindi , English

PERSONAL PROFILE

FATHER'S NAME : PROFULLA KODALI

MOTHER'S NAME : KRISHNA KODALI

DATE OF BRITH : 31/03/1997

STATUS : MALE/UNMARRIED

ADDRESS:- VILL+P.O : KANDUAH P.S : SANKRAIL

DIST : HOWRAH

STATE : WEST BENGAL

PIN NO : 711302

I hereby declare that the statements are made in this application are true, complete and correct to be best of my knowledge and belief . if any particulars of information are give above being found false or incorrect than my candidature is liable to be reject .

DATE :

SIGNATURE

PLACE:

Anupam Kodali