

Salla Murali Mohan

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CAREER OBJECTIVE PROFESSIONAL

To become an able Professional capable of handling challenges and strive for excellence in Working towards Company's progress utilizing and developing all my skills and resources.

CORE COMPETENCIES

Microsoft Office.

TOTAL WORK EXPERIENCE

10 years of experience in the FINANCE INDUSTRY and Two and half Years in Retail industry.

L & T Finance Ltd (L & T Finance Ltd formerly known as Family Credit Ltd), Salt Lake City, Kolkata
March 2012 to June'2022

CURRENT WORK EXPERIENCE

Agency Manager

L & T Finance Ltd.
Hyderabad
December'2021- June-2022

Key Deliverables:

- Managed team of 15 to 20 associates of agency.
- Included skip tracing customer inquiries and conflict resolution.
- Awards for individual and top performing departments.
- Reviewed and evaluated statistical reports reflecting individual and team performance levels ensuring performance levels and department goals were achieved.
- Prepared individual monthly report cards annual reviews and administered disciplinary action.
- Conducted specialized training and silent monitoring to enhance skill levels.
- Team building and development presented positive results.

Collection Officer

L & T Finance Ltd.

Kolkata

March 2015 to December'2021

- Reviewing the company debtor list.
- Contacting customers and informing them of their overdue bills.
- Advising customers on their payment options and suggesting methods of payments.
- Negotiating suitable payment plans. Maintaining customer payment records.

Soft Collection Executive

Genius Consultants Ltd. (Vendor) of Family credit Ltd, Salt Lake City, Kolkata

April 2012 to March 2015

- Over the phone call convince the customer to make the payment
- Those customers not willing to pay from 4 months convince to settlement the account
- Proper negotiation in time of settlement.
- Executive management of different type of agencies. Co-ordinate with branch managers regarding the miss selling or dispute customer.

Previous Organization ; Corps Solutions Pvt. Ltd. for Reliance Life Insurance.

Quality check Executive

One Year (2010 to 2011)

- Quality check in Documents

Previous Organization : Turtle LTD .

Worked at Shopper's Stop

Salt Lake Kolkata

Sales Officer

Two and half years (2007 to 2010)

- Give proper knowledge to customer product.
- Stock Maintenance.
- Taken proper feedback from customer.
- Maintain the sale report on daily basis.
- Focus on sale.

EDUCATIONAL BACKGROUND WITH DIVISION AND PERCENTAGE

Examination	Board / University	Year Of Passing	Percentage	Division/Class
Graduation	IGNOU	2015	53.20%	2nd
Higher Secondary	W.B.C.H.S.E.	2006	52.00%	2nd
Matriculation	S.S.C (A.P)	2004	67.05%	1st*

PERSONAL INFORMATION

Father's Name : Late - Mr. Appa Rao
Date of Birth : 4th December, 1988
Nationality : Indian
Civil Status : Married
Gender : Male

LANGUAGE KNOWN

Written :Telegu, English, Hindi
Speak :Telegu, English, Hindi, Bengali
Read :Telegu, English, Hindi

HOBBIES

Playing Cricket and listening music

PERSONAL STRENGTH

- Communication skills and interpersonal skills
- Multi tasking
- Self-Confident
- Emotionally Stable
- Besides this I have the ability to cope with cross-cultural environments.

Declaration:

I do hereby declare that all the information given in these documents are true and correct up to my best knowledge. I will make my earnest endeavour to deliver my duties competently and sincerely the duties to the best of my abilities.

Date:

Place: Titagarh(Kolkata)

(Salla Murali Mohan)