



TrainingCentral

Profile – Domain Expert DE 369

Qualifications

- MBA - PG Degree in Insurance & Risk
- IRDA and AMFI
- Intermediate from Institute Of Chartered Accountants of India
- Intermediate from Institute of Cost & Works Accountants
- Bachelor of Commerce (Hons.)

Organisations Worked for

Mau Bank, Mauritius
Consultant- Rainbow Consulting Services
JSC – Vietnam
Citibank N A
RBS
Family Credit India – Societe Generale Group
HSBC, Kolkata
E-Serve India

Base Location:

Kolkata

Domain Area:

Banking and Financial Markets

#Years of Experience:

25 years

Sub-Domain:

BPO Management in Credit Card Collections
Banking Processes
Compliance
CRM
Process Enhancements & Implementation
AML
Legal & Fraud Management

Key Personal Details

Date of Birth - 10th March, 1971

Passport Number-J7593220

(Valid till 13/07/2021)

A Result-Oriented Banking & Leadership Professional with cumulative experience which includes 25 Years in Retail Banking Collection & Capability Building , T & D , Continuous Improvement & Capacity Building & Planning , Sales , WFM , CRM & Business Communication , Business Process Improvement in the BFSI , Telecom , BPO , TPO , LPO. He has acquired in-depth knowledge and expertise on Process Improvement & Enhancement, Customer Service , T&D , Retail Sector Sales & Collection Training of Credit Card / Risk / Banking processes, Compliance, CRM , Business Innovation.

Currently working as a Senior Consultant & Leadership Coach – Special Projects on various Leadership & Capacity Building Programs for Junior , Mid & Senior Level Managers for Banks (SBI , Bandhan , Utkarsh , Magma Fincorp , Piramal Housing Finance, Poonawala Finance , Edelweiss Fin Co & other Fin-tech & Edu-tech Companies like INT Solutions Ltd , MSMEs , etc (Sep-2019 till date). His assignments overseas included in Ho Chi Minh City, Vietnam as a Project Head for Citibank and VP Bank – Training & Development, Vendor Management, Retail Sales, Collection, CRM & Business Process Implementation as also a project in Mauritius for Mau Bank.



He is currently working as a freelance banking trainer & consultant, corporate trainer and leadership coach for various sectors like BFSI, BPO, telecom, media and education specializing in areas like collection strategy & skills, team building, negotiation and communication skills, soft skills, sales skills, vendor management, banking regulations and compliance.

Possess excellent administration, interpersonal, communication , negotiation and organisational skills with proven abilities in Leadership Development & Capacity Building of Senior Managers with Large Teams & Organisations of Repute.

Key highlights of the domain expert's career are as below -

- Spearheaded a one month Banking & Training Project with Mau Bank in Mauritius on Collection Strategy & Team Building. He re-engineered the existing collection policies and Trained Mid-level & Senior Managers on Collection Management.
- Capable of taking on senior level assignments in Banks/BPO/Telecom for Core Collection Recovery, Management & Strategy/Business Process Implementation/Training & Development/Customer Service/Compliance
- Over 20 years in Retail Collection Recovery Management/Strategy & Debt Counselling in MNC Banks. Handling Application Support for Finnone, Rose 1, CACS System for Call Centre, BPO, TPO & Process Management, T & D, Audit & Compliance
- Working as Collection, Service Delivery, Training & Process Improvement Consultant for Quantum Business Management Pvt. Ltd from Aug 2015 till Aug 2016 & Thinktel Solutions India Pvt Ltd from Sep 2016 till date. Empaneled as corporate & leadership trainer for five training companies pan-India delivering leadership, collection, team building, communications training in MNCs like Bajaj Finserv Ltd, Mitsubishi Chemicals, ACC, RBS, RPG Group, Eureka Forbes, Columbia Asia Hospitality Group, TCS, ABP Group etc.
- Acquired in-depth knowledge and expertise in BPO Management in Credit Card Collections, Banking Processes, Compliance, CRM, Process Enhancements & Implementation, AML, Legal & Fraud Management etc. through various assignments.
- A thorough professional with a proactive attitude, capable of thinking in and out of the box, generating new process design solutions and ideas.
- Possess excellent interpersonal, training, coaching, communication, negotiation and organisational skills with proven abilities in large team management, CRM, and process implementation.