

PR

# Prasad R

## Professional Summary

To work in high-grown organization with a competitive and challenging environment that creates an ideal condition for delivering high quality services.

## Work History

### TATA Motors Finance Limited - Parry Branch - Branch Operations Executive

08/2022 - 03/2024

· Supervised and managed a team of 3 for Customer service and branch daily operation & ensure for excellent customer service to customers & other Branch activities.

· Implement & develop new policy and procedure to make team member work simple and elegant .

· Monthly training for team member areas of Errors to reduce & Achieving KPA Targets.

· Verification of customer's KYC and other documents to process Log in within TAT.

· Loan and Disbursement process for Passenger Vehicle & Commercial vehicle & Used Vehicle case & Fastrack loan Customers.

· SAP application processing turbo and non-turbo ROs within TAT.

· Meeting Monthly Sales & Collection Goals for the Branch.

· Co-coordinating with Sales team for PDD collection.

· PDD document scanning for the booking procedure.

· Customer Support Complain & leads over to Branch immediately resolved at earliest.

· Handling other Branch's (Egmore, Poonamalle) at Deputation.

· Handling walk-in customers and solving their queries using SAGE & CRM module

· Using SAP Application PDC, NACH Updating, Cash, Cheque & RTGS Punching, Banking Activities.

· Independently able to maintain all the Branch administrative records & documents ,IT & Non it Assets.

· Branch in charge activity & Compliance updating on Monthly basis for Audit Purpose.

· Dispatching files to storage after post scanning of documents.

· ORC Updating in SAP Application.

· Solving hind sighting Audit quires.

· Branch Petty cash handling on records daily basis.

· Applying Settlement Termination till NOC process.

✉ Prasadr796@gmail.com

☎ 9840742644

📍 Chennai , TN 600005

## Education

01/2016

SRM School of Management, SRM University

Percentage: 72%

01/2014

SRM University

Percentage: 60%

01/2011

Zion Matriculation

Percentage: 65%

01/2009

Zion Matriculation

Percentage: 65%

## Skills

- Non Banking Product Knowledge
- Relationship Building Aptitude
- Team Leadership
- Excel in MS office applications.
- Cash handling expertise

## **BAJAJ Auto Finance Limited - Branch Operation Manager**

09/2021 - 01/2022

- Monitoring & maintaining Branch all Admin activity, IT & Non it Assets.
- Supervise and mentor team member.
- Oversee daily operations of the administrative & Cash.
- Handling manual Cash, Cheque, and DD till C2B & Supporting Collection Team
- Manual Receipt books allocation for both legal team & branch over TN
- Allocating and dispatching new Repo Kits & collecting used & unused Repo kits from collection team by Maintaining Data's with monthly & Quarterly MIS
- Dispatching quarterly Sold Vehicle Repo kits to HO with Buyer Indemnity bond
- Handling Repo Release customer & solving their queries with support of collection team
- Collecting ORC for Repo punched cases with in Tat
- Punching (2 & 3wheeler) Repo cases Over All TN using Indus module with in TAT.

## **TATA Motors Finance Limited - Branch Operations Executive**

03/2017 - 09/2021

- Verification of customer's KYC and other documents to process Log in within TAT
- Processing LOS - NON LOS ROs with in TAT
- Co-coordinating with Sales team for PDD collection
- Scanning of PDD documents for booking process
- Handling walk-in customers and solving their queries using SAGE module
- PDC, NACH Updating, Cash Punching, Banking Activities
- Dispatching files to storage after post scanning of documents
- ORC Updating in SAP
- Solving hind sighting quires.

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## ***Languages***

**English**

**Tamil**

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## ***Personal Information***

- Date of Birth: 07/13/92
  - Marital Status: Married
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## ***Hobbies and Interests***

- Listening to music
- Travelling

- Sports
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### ***Projects***

MBA

AIRTEL, 2 Months, Marketing Department

I3 Logistics, 3 Months, AIR Freight Customer Satisfaction.

B.Com

Bannari Construction, 1 Month, Marketing Department

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### ***Disclaimer***

I hereby declare that all the details furnished here are true to the best of my knowledge and Belief.

Date: 17.05.2024

Place: Chennai

**Prasad R**