

SARANYA E

Senior Executive

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Chennai- 600089.

CAREER OBJECTIVE:

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company .

PERSONAL SKILLS:

- Problem solving ability.
- Adaptive, Confident, Self-Motivated.
- Ability to deal with people diplomatically, willingness to learn, team facilitator.
- Ability to lead a team.
- Knowledge in Microsoft office, Experienced in MS Excel & PPT.

PROFESSIONAL EXPERIENCE:

Bussan Auto Finance India Pvt Ltd - Senior Executive, April'18 to Feb'23.

- Handling team as a Mentor and assigning the day-to- day target.
- Maintaining allocation Dump and update the dashboard.
- Send Referral file to filed Team as per procedure.
- Provide the target plan strategies on team meetings.
- Ensure the team productivity benchmarks for all team members -calls and completion conversion are met.
- Monitor real time community Adherence alerts.
- Publishing payment reports hourly as well as prepare monthly report.
- Taking care of south region **Virtual Receipt Update(NEFT)**.
- Providing solution to the customer regarding the Loans related issues and queries. Investigate and close the escalations within TAT

- Providing knowledge about the Payment mode and services like Online, NEFT, EASY PAY.
- Expertise in statement clarification, account closure.
- Resolved customer issue via calls and chat service including text, Email. Provide appropriate solutions and alternatives within time limits.
- Taking care of approval confirmation and updating foreclosure, settlement accounts.
- Collecting payments from default customer over the calls. Achieving monthly target and KPI matrices. Maintain quality score highly.
- Motivating team members to achieve individual & team targets.
- Organize team initiatives.
- Proactive, meet deadlines and communicate effectively.
- Provide knowledge/knowledge transfer to new joiners.
- Specialties -portfolio management, customer Relationship management, Team handling, conflict management, self motivated, vendor management. Problem solver, and people management.

Tablytics Market Research Pvt Ltd. - Research Analyst, Oct 2016 to Dec 2017

- Market research on Industries, services, and technology data.
- Researching the client information through search engine like Google, LinkedIn, Hoovers, etc.
- Generating Qualified leads for specific service based on sales revenue, employee etc.
- Collect source for specified services through web research on various search engine
- Maintain Data base in Google sheet and Excel.
- Conducting various of Market research studies through secondary sources.
- Taking of product surveys via call and Email support and update the feedback.
- Analyzing the quality of leads by gathering feedback from others.
- Specialties: Lead Generations, contact verification, Data validation, Email research & verification, online lead generation, Internet search, Market research & Analysis.

Intelenet Global Services (SERCO)- Collection Executive - May 2015 to June 2016.

- Handling Bucket 1 customers for SBI **credit cards**.
- Providing Solutions for customer query regarding payment methods, foreclosure, BT (Balance Transfer).
- Providing knowledge about the sales and services like Flexi pay, Balance Transfer, Encash, Easy Pay, Restructuring and EMD to the customer.
- Expertise in statement clarification, account closure and fee reversal.
- Providing resolution to the customers within TAT for follow up cases and ensure issue has been sorted.

EDUCATIONAL QUALIFICATION :

Graduation: Obtained 75% in **BE-Computer Science and Engineering from Arunai Engineering College, Tiruvannamalai Dist.**

Schooling : 83.5 % in SSLC on 2009 & 83.4 % in HSC on 2011 from Govt. Girls. Hr. Sec. School, Polur. Tiruvannamalai Dist.

REWARDS AND RECOGNISATION:

- Received a **Best performers Award** in year of 2019.
- Got a award for **Call Quality** ,maintaining high in every month.
- Got a **Appreciation Award for consistent performer.**

PERSONAL PROFILE:

DOB : 30April'94

Gender : Female

Marital status : single

Language's Known : English & Tamil

Permanent Address :39, Balakannaiyan Street, polur, Tiruvannamalai DST-606803.

DECLARATION:

I hereby declare that the information given above is true to the best of my knowledge and belief.

Place:

Date :

**SIGNATURE
(SARANYA E)**