

Pratik Koshle

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Summary

As a seasoned professional with 3 years of experience in sales and recovery, I bring a deep understanding of the sales process and a proven track record of success in customer service. My expertise in recovery has allowed me to effectively resolve complex customer issues, maintain high levels of customer satisfaction, and drive positive results for the business.

I am now seeking a new challenge as an Operation Manager. My strong leadership skills, ability to streamline processes, and drive business growth make me a valuable asset to any organization. I am a quick learner, a problem solver, and an excellent communicator, with a strong focus on achieving results.

I am confident in my ability to lead teams, motivate others, and drive success. My passion for business and commitment to excellence make me an ideal candidate for this role. I am eager to bring my experience and expertise to a new challenge and make a positive impact on the company.

Experience



Collection Agent

Bajaj Finserv

Jul 2022 - Present (8 months)

1. Collecting overdue or defaulted loans or accounts from customers and clients.
2. Establishing payment arrangements with clients and monitoring their compliance.
3. Negotiating payment plans and settlements to resolve debt issues.
4. Conducting skip tracing activities to locate and contact clients who have defaulted on their loans.
5. Maintaining accurate records of all collection activities and updating client information as necessary.
6. Responding to customer inquiries and resolving any complaints or disputes.
7. Adhering to federal, state, and company regulations and guidelines for debt collection practices.
8. Reporting regularly to management on the status of accounts and the progress of collections efforts.
9. Participating in training and professional development opportunities to stay up-to-date with industry best practices.
10. Achieving collection targets and contributing to the overall financial stability of the company.



Recovery Officer

Indiabulls Consumer Finance Limited

Feb 2022 - Jun 2022 (5 months)

1. Collecting overdue or defaulted loans or accounts from customers and clients.
2. Establishing payment arrangements with clients and monitoring their compliance.
3. Negotiating payment plans and settlements to resolve debt issues.
4. Conducting skip tracing activities to locate and contact clients who have defaulted on their loans.
5. Maintaining accurate records of all collection activities and updating client information as necessary.
6. Responding to customer inquiries and resolving any complaints or disputes.
7. Adhering to federal, state, and company regulations and guidelines for debt collection practices.

8. Reporting regularly to management on the status of accounts and the progress of collections efforts.
9. Participating in training and professional development opportunities to stay up-to-date with industry best practices.
10. Achieving collection targets and contributing to the overall financial stability of the company.



Sales Associate

Vodafone Idea Limited

Jan 2014 - Dec 2016 (3 years)

1. Developing sales strategies to meet business goals and targets.
2. Building and maintaining strong relationships with customers, clients, and partners.
3. Identifying and pursuing new business opportunities and sales leads.
4. Preparing and delivering presentations and proposals to potential clients.
5. Negotiating contracts and closing deals.
6. Monitoring market trends and competitor activities to stay ahead in the industry.
7. Collaborating with other departments, such as marketing and customer service, to ensure customer satisfaction.
8. Maintaining accurate sales records and reporting regularly to senior management.
9. Keeping up-to-date with new products, services, and industry developments.
10. Achieving sales targets and contributing to the overall growth of the company.

Education



ATAL BIHARI VAJPAYEE UNIVERSITY (ABVP) BILASPUR

Master of Arts - MA, Sociology

Apr 2020 - Apr 2022



ATAL BIHARI VAJPAYEE UNIVERSITY (ABVP) BILASPUR

Post Graduation, Computer Programming, Specific Applications

Apr 2019 - Apr 2020



National Council for Technology and Training

Associate's degree, Marine Maintenance/Fitter and Ship Repair Technology/
Technician

Apr 2017 - Apr 2019



ATAL BIHARI VAJPAYEE UNIVERSITY (ABVP) BILASPUR

Bachelor of Arts - BA, Sociology

Apr 2016 - Apr 2019



Govt Boys Higher Secondary School Katghora

INTERMEDIATE, Vocational High School and Secondary Business/Vocational-
Industrial/Occupational Diploma Program

Apr 2012 - Apr 2016

Skills

Customer Satisfaction • Sales • Microsoft Office • Customer Relationship Management (CRM) •
Customer Service • Team Management • Accounts Receivable (AR) • Change Management