# *Ajit Kumar*

B- BLOCK, B-1607,

JAHANGIR PURI,

NEW DELHI-110033

08130743879

# [Kumarajit542@gmail.com](mailto:Kumarajit542@gmail.com)

**CAREER OBJECTIVE**

To seek a challenging career as a professional in the real estate’s Industry that provides an opportunity to utilize my technical and interpersonal skills contributing to the growth of the organization.

# **PROFEESSIONAL EXPERIENCE**

**EARTH INFRASTRACTURE LTD, KAROL BAGH, NEW DELHI (SINCE MAY-14 TO TILL DATE)**

**Designation: SR. Executive (CRM & COLLECTION)**

**DRA CERTIFIED TO RESERVE BANK OF INDIA IN COLLECTION AND CUSTOMER CARE.**

**PROJECT:- EARTH TECHONE, EARTH TITANIUM, EARTH SAPPHIRE COURT, EARTH GRACIA, EARTH TOWNR, EARTH COPIA, EARTH ICONIC, EARTH ELACASA**

Roles & Responsibilities:-

* Responsible For Managing Collection Of Entire Company Projects.
* Handle All Queries Of Post Sales.
* Take- Care of Transfer (Refund) Cases.
* Handling BBA, MOU, and TPA.
* Also Handling Loan Cases, As Per Requirement.
* Trying To Make Good Relationship Between Customer And Company
* Responsible To Communicate With Customer Their Demand & Reminder.
* Indicated To Management Of Non Performing Assets.
* Handle In-Abeyance Cases & Escalation.
* Handle Allotment Letter, As Per Management Required.
* DCR Preparation.
* Field Operating System Work.
* Handle Assured Return Cases

**TDI INFRASTRACTURE LTD, CONNAUGHT PLACE, NEW DELHI (SINCE FEB-10 TO-**

**MAR-14)**

**Designation: Executive (COLLECTION & CRM)**

**PROJECT:- KUNDLI PLOT, KUNDLI TUSACN FLOORS, KUNDLI MY FLOORS, ESPANIA ROYAL FLOORS, ESPANIA FLOORS, KINGSBURY FLAT**

**Roles & Responsibilities:-**

* Responsible for managing collection of Kundli (Haryana) Residential as TDI City.
* EDC recovery as charged by HUDA.
* Basic prize collection from the date of possession.
* Responsible to communicate with customer their demand & reminder.
* Indicated to management of non-paid cases.
* Take care of daily walk-ins for collection.
* Ensure the registration on time to avoid holding charges.
* Indicated to management of non-paid cases.
* DCR preparation.
* Field Operating system Work.
* Overdue recovery.

# **GLOBAL INDIA LTD, NARAINA NEW DELHI (SINCE JUNE.2009 TO JAN.10)**

**Designation**: Executive Collection & Customer Care.

**Product**  : Credit Card & Personal Loan+

**Roles & Responsibilities:-**

* Responsible for managing the Collection for entire North zone for **Level Wright Off.**
* Maximization of Collections and minimization of bad debts.
* Focus at maximization stallment of high value cases.
* Informed to customer side effect of non-payment. And conveyance to payment.
* Making effective joint field visits with the Agency Supervisors, on non-contactable, high value and disputed accounts and resolves the cases.
* Timely Training of RBI GUIDLINE with Agency.
* Maintain DCR daily basis.
* Provided to customer statement and other document as demand by customer.
* Also focus on retain cases.

**INDIA BULLS, GURGAON (HARYANA) SINCE NOV 2007 TO NOV 2008**

**Designation**: Executive Collection & Customer Care.

**Product**  : Credit Card & Personal Loan+

**Roles & Responsibilities:-**

* Responsible for managing the Collection for entire North zone for **Level Wright Off.**
* Maximization of Collections and minimization of bad debts.
* Focus at maximization Stallmant of high value cases.
* Informed to customer side effect of non-payment. And conveyance to payment.
* Making effective joint field visits with the Agency Supervisors, on non-contactable, high value and disputed accounts and resolves the cases.
* Timely Training of RBI GUIDLINE with Agency.
* Maintain DCR daily basis.
* Provided to customer statement and other document as demand by customer.
* Also focus on retain cases.
* Meeting with seniors every week end to plan ahead.

# **ACADEMIC QUALIFICATION**

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| --- | --- |
| **Graduation** | : Bachelor of Arts |
| **Institution** | : Delhi University, New Delhi |
| **Senior Secondary** | : C.B.S.E |
| **Institution** | : Sr. Sec. School (Adarsh Nagar), New Delhi |
| **High Secondary** | : C.B.S.E |
| **Institution** | : Sr. Sec. School(Adarsh N agar), New Delhi |

**PROFFESIONAL QUALIFICATION**

* Diploma in Computers from NICE Computer Institute.
* Certificate in motor mechanic from ITI (Jahangir Puri).

**PERSONAL DETAILS**

Fathers name : Shri. Suraj prakash

Date of Birth : 02 Sep 1983

Marital status : Married

Sex : Male

Nationality : Indian

**DATE: - (Ajit Kumar)**