# **RAJEEV NAYYAR**

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### **Career Objective**

To enhance my working capacities, professional skills, business efficiencies and to serve my organization in best possible way with sheer determination and commitment.

### **Professional Snapshot**

Six sigma Green belt certified Professional with over 18 years of rich experience in Customer Services, Collection & Bad Debt Management, Team Management, Project Management, Resource Planning, Budgeting, Cost optimization & Agency Management.

### **Professional Skills**

* A keen planner & implementer with demonstrated abilities in devising customer relation and service activities for accelerating business growth.
* Expert in Customer Journey mapping, Process designing, Budgeting.
* Handled different projects in circle & launched successfully with in timelines.
* Process Re-engineering to fill the gaps identified during Audits.
* Expert in Billing & Collection management with Bad debt within Budget
* Adroit in ensuring delivery of quality services to achieve customer satisfaction & revenue enhancement.
* Strong analytical & organizational abilities.
* Corporate Account Management.
* Team Management & Engagement.
* Effective Vendor Management.

### **Achievements**

* Lowest Postpaid churn in Circle in FY 19-20.
* Lowest Revenue churn in Circle in FY 19-20.
* Best Customer Service Lead in FY19-20.
* Top 3 rank in Mystery Audit across India continuously in 2 quarters FY17-18.
* Outstanding Contribution award for new Prepaid Activation process roll out.
* Appreciation from Management for lowest Bad Debt across Circles (1.14%).
* Excellence award for MNP process launch in circle in (FY 11-12)
* Green Belt Project on E-Bill Penetration (Growth from 3% to 50%).
* Excellence award received for outstanding performance in Bad Debt Collections.

### **Professional Experience**

**Customer Service Lead (Sr. Manager)** August 2015 – November 2020

**Vodafone Idea Ltd.**

* Handling Customer Life cycle by effective process management.
* Ensure Customer Delight by timely & error free activations.
* Effective customer experience at Retail stores by ensuring timely resolution & retention activities.
* Ensure improvement in NPS to increase customer satisfaction.
* Responsible for TNPS scores of each store to ensure effective services.
* Corporate Account Management maintaining relations with Top management handling National & Government accounts.
* Customer Retention & Churn Management
* Revenue Management by High value customer retention for lowest revenue Churn.
* Handled Collections & Bad Debt recovery through My Idea /Collection Agencies.

**Sr. Manager – (Onboarding/ KYC)** Oct’10 to Jul’15

**Idea Cellular Ltd.**

* New Activation process in across circle without any issues & received appreciation from Management
* Responsible for End-to-End onboarding process (11 lac activation's monthly across circle with in TAT)
* Process design to control 64 Processing centers also design audit mechanism for process compliance
* Effective Team management handled process through 120 on roll employees & 950+ off roll (Agency) manpower, to motivate team several engagement activities done at different locations
* Effective Agency Management to ensure process compliance & management.
* Handled logistics of CAF movement from retailers to activation center's & then to warehouse.
* Time to time process improvements & re-engineering of processes got implemented nationally as a best practice (Centralize CAF processing launched which was implemented across India).

**Head Billing & Collections** Apr’08 to Sept’10

**Idea Cellular Ltd.**

* Managed Billing & Collection operations through My Idea & Collection Agencies.
* Conceptualizing and implementing the process, policies & productivity norms to enhance customer satisfaction & collections through channel management.
* Managed Postpaid Billing as per norms through effective Pre-Bill Audit, Printing & Delivery WTAT.
* Processing of Dunning as per norms without any error.
* Implemented processes for servicing EBUs, HNIs, large companies, and SME segments
* Identification, selection & managing outsource Recovery agencies and ensure results and process compliance.
* Handled corporate collections by ensuring effective services.
* Processing of error free & Timely payout to Channel partners & Agencies.
* Managed Payment Receipt collection process with 100% compliance.
* Effectively handled Collection Agency & Recovery process to minimize Bad Debt.
* Effective process compliance 100% Audit compliance of Collection processes in each Billing & Metering Audits by TRAI without any noncompliance.
* Managed Bad Debt & Cost of Collection within Budget through effective planning.

#### **Assistant Manager Billing & Collections** Mar’06 to Mar’08

**Idea Cellular Ltd.**

* Handled Billing operations (Pre Bill-Audit/ Agency Management).
* Managed Collection operations through external agencies to increase recovery & minimize Bad Debt.
* Handled Cheque Bouncing operations & actions for maximum recovery.
* Lead Pre bill Cross Functional team to ensure error free billing
* Managing recovery operations through effective channel & agency management.
* Responsible for Postpaid Billing operations.

**Spice Communications Pvt Ltd.** Nov’03 – Mar’06.

* Corporate Account Management
* Handled corporate collections by effective relationship & services.
* Drive performance of agencies by different recovery processes.
* Responsible for corporate collections of Chandigarh, Patiala, Bathinda zone.
* Managed Bill Delivery Agency & Corporate Service Agencies.
* Effective co-ordination between cross functional teams for Account management.

**Strategic Marketing Pvt Ltd.** Apr’00 to Oct’00

* Handled Products of Home Finance.
* Scrutinizing and Analysis of Financial Documents & Credit worthiness of clients.
* Personal interaction with the prospective corporate clients.
* Engaged with Promotional Activities to increase sales.
* Regular liasoning with different process owners for approvals and disbursement of Home loans.

**Educational Qualification**

• Masters in Business Administration (MBA) from Apeejay Institute of Management & Technology, Jalandhar (2001-2003)

• Bachelor in Commerce (B. Com) from Punjab University in 1997-2000.

**Personal Detail**

* Marital Status – Married
* DOB – 24th Jan 1980

**Rajeev Nayyar**