

Rahul Sachar

Customer Service, Sales, Collections,
Business / Accounts Manager

Rich and diverse experience of 11+ yrs in Customer Service, Trainings, Backend Operations, Business Communication, Client Service, Collections, Sales, Telecommunications & Logistics, Customer experience improvement, Business Process & Change Management.



sacharraahul@gmail.com ✉

8130575599 📞

Amritsar, India 📍

<https://linkedin.com/in/rahulsachar> in

WORK EXPERIENCE

Collections

Blackbuck (Zinka Logistic Solutions Private Limited)

08/2019 – Present

BlackBuck is India's largest trucking network. Which has been a pioneer in bringing the offline operations of trucking online.

Achievements/Tasks

- Hit and exceeded department KPIs by 10% for 5 months in a row.
- Closed and settled 50% NPA accounts in 4 months.
- Created and implemented the strategies to increase the number of successful collections on outstanding debt.
- Developed goals that complement the overarching business goals of the company and coordinate staff to continually meet and exceed goals.
- Run reports and analyze data pertaining to the department and further processing for Legal.

CERTIFICATES

Six Sigma Yellow Belt Certified (12/2007 – Present)

Platform Skills (08/2010 – Present)

EDUCATION

Post Graduate Diploma in Computer Applications

Lovely Professional University

10/2011 – 10/2012

Amritsar, India

SKILLS

Client relationship management

Presentation skills

Team management

Communication skills

Interpersonal skills

Sales & Collections

Customer Success

Trainings

Vendor Management

Flexible

Problem Solving

ORGANIZATIONS

One Click Technologies Private Limited (04/2013 – 07/2018)

Business Management, Client Corporate Communication, SOP Creation, Training, Quality, People Management, Sales, Process Creation & Implementation.

Educomp Solutions Limited (04/2011 – 03/2012)

Smart Class Coordinator

Kochar Infotech (02/2009 – 03/2011)

Quality Evaluator

CMS Computer Private Limited (08/2007 – 02/2009)

Data Entry Operator

HONOR AWARDS

Star of the Month (01/2010 – Present)

Kochar Infotech

Performer of the Year (09/2011 – Present)

GEMS CIS

Appreciation Award (04/2012 – Present)

GEMS CIS

Efforts Acknowledgement Award (09/2012 – Present)

GEMS CIS Batala

Successful Content Creation (06/2017 – Present)

One Click Technologies Private Limited

LANGUAGES

Punjabi

Native or Bilingual Proficiency

Hindi

Native or Bilingual Proficiency

English

Full Professional Proficiency

SUPPORTED CAUSES

Donated Salary in COVID-19

Donated Some amount to various NGOs

Donated Salary in Flood Relief