

# NEERAJ GUPTA

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267 VIJAY LAXMI NAGAR SITAPUR SITAPUR-261001-UTTAR PRADESH



I seek challenging opportunities where I can fully use my skills for the success of the organization.

## PROFILE SUMMARY

- ❖ Strong understanding of collection practices, industry regulations, and legal procedures.
- ❖ Exceptional negotiation, communication, and conflict resolution skills.
- ❖ Proven track record in meeting or exceeding collection targets and KPIs.
- ❖ Proficiency in using collection software, CRM systems, and Microsoft Office Suite.
- ❖ Ability to handle difficult conversations and de-escalate tense situations effectively.
- ❖ Ability to work independently or as part of a team in fast-paced environments.
- ❖ High level of organizational skills, attention to detail, and ability to prioritize tasks.

## SCHOLASTIC

- ❖ 2021 B.A from **C.S.J.M KANPUR UNIVERSITY**
- ❖ 2016 12<sup>th</sup> from **R.M.P INTER COLLEGE SITAPUR (U.P Board)**
- ❖ 2014 10<sup>th</sup> from **R.M.P INTER COLLEGE SITAPUR (U.P Board)**

## WORK EXPERIENCE

- ❖ **BAJPAI ASSOCIATES (TWO-WHEELER COLLECTION)** 02-FEB-2022 – 02-MAY-2025  
**TEAM LEADER**
- ❖ **SK FINANCE Pvt Ltd (HOME LOAN)** 07-AUG-2025 – Till Date  
**BRANCH COLLECTION MANAGER**

## SUMMARY OF SKILLS

- ❖ Reporting and Documentation
- ❖ Time Management and Organization
- ❖ Customer Service Orientation
- ❖ Communications skills
- ❖ Attention to Detail
- ❖ CRM and Collection Software
- ❖ Regulatory Knowledge
- ❖ Customer Relationship Management
- ❖ Problem-Solving and Conflict Resolution
- ❖ Negotiation and Persuasion
- ❖ Debt Collection Expertise
- ❖ Positive attitude towards work

## EXTRA CURRICULUM

- ❖ Involved in various cultural activities held at School and College level.
- ❖ Took part in cricket and badminton tournaments held at school and college level.

## IT SKILLS

Well versed with programming languages:

- C+, C++, Python, HTML, MS Office, Excel Power Point Word etc., Microsoft Windows 11,

## COMPUTER PROFICIENCY

- ❖ Basic Knowledge of Computer
- ❖ ADCA One Year Computer Course in Sitapur

## PERSONAL SNIPPETS

Date of Birth : 11-July-1998  
Languages Known : English, Hindi  
Nationality : Indian  
Marital Status : Single  
Religion : Hindu

*Neeraj*  
(NEERAJ GUPTA)