VINOD LACHMANDAS LUTHRA

Banking Risk Management Professional.

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Bangalore, Karnataka, India
Indian
6th May 1981
Married

PROFILE SUMMARY

I am a competent professional with 15+ years of experience within Collection Operations, Customer Service, Portfolio Management, Credit Control, Accounts Receivable, Banking Operations, Credit Management, KYC, CDD, Fraud Investigation, Risk Management & Mitigation, Administration, Team Management, and Vendor / Agency Management.

WORK EXPERIENCE

Feb **2021** May **2021**

Team Lead Collections

DAMAC Properties

Dubai, United Arab Emirates

• Managing a Team responsible to carry out the Collection process against overdue Accounts.
• Addressing grievances of customers.
• Handling of the irked customer and ensuring a positive outcome
• Dealing with existing clients understanding their concerns, closing the transaction with an agreement, helping them get the loans, and giving them constant updates on the progress of the project.
• Follow-up for agreements and registration formalities.
• Retention of customers by providing better options and adhering to the needs of the customers.
• Coordination with internal stakeholders (Engineering, Finance, etc) department to fetch correct to the customer.
• Follow-up on customers and ensuring payments are received in time as per the stages of completion of the project.
• Coordination with banks for project approvals and the disbursements of loans.
• Sharing outstanding reports on a weekly basis to the management.

Oct **2020** Dec **2020**

Remedial Team Lead

Citibank

Dubai, United Arab Emirates

• Managing a Team responsible to carry out various Remedial Programs for financially stressed Customers.
• Direct daily monitoring of Collection staff activities & productivity to ensure efficient performance management, higher collection & recoveries on overdue accounts.
• Identifying and developing measurement standards for the improvement of performance and operational effectiveness.
• Reviewing & Validating Team's proposed Debt Restructure applications and if found as per policy, proposing the same to be executed to the higher management.
• Preparing statistical MIS Reports / Dashboards on a Daily/Weekly/Monthly basis and circulating the same within the Team & to higher management to analyze the effectiveness and develop better collection techniques.
• Customer Satisfaction is maintained.
• Respond to Customer & Internal (By various departments of the Bank) Queries rose within the assigned Portfolio and ensure the agreed TAT is maintained.
• Resolve complex Issues / Queries rose by Customers, by personally coordinating via Email / Telephone / One on One meetings and ensure a high level of Customer Satisfaction is maintained.
• Involvement / Coordination with the higher management consistently to review and suggest the SLAs within various departments of the Bank and to ensure smooth functioning of Operations maintained within the department.
• Managing external relationships in conjunction with other business functions. Liaise with Branches, Sales, Marketing, Corporate, Operations, Treasury, and peers in legal, regulatory, and compliance aspects.

Jan **2017** March **2020**

Senior Officer (Team Lead) Credit Card Collections

Dubai Islamic Bank

Dubai, United Arab Emirates

Role:
• Managing a Team responsible to carry out the Collection process comprised of Flows & Recoveries.
• Managing flow rates across Buckets & Cash Collection / PRV Releases of Recovery Pool and ensuring the DRR is achieved on daily basis.
• Direct daily monitoring of Collection staff activities & productivity to ensure efficient performance management, higher collection & recoveries on overdue accounts.

• Identifying and developing measurement standards for the improvement of performance and operational effectiveness.
• Reviewing & Validating Team's proposed Debt Restructure applications and if found as per policy, proposing the same to be executed to the higher management.
• Reviewing the performance of the Team & identifying developmental needs to maximize performance.
• Planning and implementing Team goals and objectives by minimizing delinquent portfolios and maximizing cash recovery.
• To ensure financial and non-financial targets are met with no performance dismal.
• Maintaining and recording total Skips, permanent No Contacts (PNCs), and, to ensure adherence to all validation steps taken by the Team.
• Training Team members on innovative methods of Skip Tracing.
• Preparing statistical MIS Reports / Dashboards on a Daily/Weekly/Monthly basis and circulating the same within the Team & to higher management to analyze the effectiveness and develop better collection techniques.
• Determining team members' incentives based on target completion and quality of work using the aforementioned monthly reports.
• To ensure the Collection process is carried out by the Team as per the Bank's policies & guidelines.
• Coordinating with the Legal Team with respect to initiating court and police action wherever necessary post-in-depth portfolio Analysis.
• To ensure Customer Issues / Queries within the assigned portfolio are resolved on priority & a High level of Customer Satisfaction is maintained.
• Respond to Customer & Internal (By various departments of the Bank) Queries rose within the assigned Portfolio and ensure the agreed TAT is maintained.
• Resolve complex Issues / Queries rose by Customers, by personally coordinating via Email / Telephone / One on One meetings and ensure a high level of Customer Satisfaction is maintained.
• Involvement / Coordination with the higher management on a consistent basis in order to review and suggest the SLAs within various departments of the Bank and to ensure smooth functioning of Operations in maintained within the department.
• Managing external relationships in conjunction with other business functions. Liaise with Branches, Sales, Marketing, Corporate, Operations, Treasury, and peers in legal, regulatory, and compliance aspects.
Highlights:
• Have been awarded Best Team Leader Cards Collections on several occasions during my tenure in the Bank.
• Responsible to implement the DRP (Debt Relief Plan) process for Dubai Islamic Bank's Credit Cards Portfolio.

April **2015** Nov **2016**

Process Manager Debt Collection & CPV (Contact Point Verification)

Derby Group

Dubai, United Arab Emirates

Role:
• Managing a team responsible for carrying out CPV (Contact Point Verification) & Debt Collection Processes for multiple Banks in Dubai, UAE.
• Hiring potential field verifiers to carry out visits on cases referred by various banks for field verification & Credit Collection.
• Hiring potential backend staff to process the reports for the cases visited on the field & Credit Collection.
• Receiving allocation from the banks and allocating the cases to the field verifiers as per their assigned locations.
• Monitoring the backend staff on preparing accurate field visit reports.
• To ensure the referred cases are verified and the reports of the same reach the respective banks within the agreed TAT.
• Preparing MIS on a daily/weekly/monthly basis as per Bank's requirements and forwarding the same to the respective Bank.
• Liaising with all the Clients of Derby Verify to ensure their requirements are met.
• To ensure the verification process is carried out with integrity and within the guidelines of the Banks.
• To recognize if there are any fraudulent activities been carried out to avail the Loan/Credit Card and report the same to the respective bank.
• To ensure the invoices for the work carried out for the month are prepared and submitted to the clients on time.
• Manage Collection portfolios comprised of Flows, Recoveries, and skip tracing.
• Training team members on innovative methods of Skip Tracing.
• Ensuring given team recovery target is met on a consistent basis.
• Preparing MIS on a daily/weekly/monthly basis as per Bank's requirements and forwarding the same to the respective Bank.

Jan **2012** May **2014**

Proprietor

Aztec Consultants

Bangalore, India

Role:
• Handling activities related to multiple banks collection, comprising of Recoveries, Skip tracing & Fraud Management
Managing:
• A portfolio for Deutsche Bank across PAN India handling Personal Loan Vintage written off portfolio comprising of Skip tracing, Recoveries and Fraud Management
• A portfolio for Indusind Bank across PAN India handling Credit Card Vintage written off portfolio comprising of Skip tracing, Recoveries, and Fraud Management.
Highlight:

• Personal loan portfolio from Deutsche Bank, when this portfolio in 2012 was handled by prior agencies, they were doing an average recovery of INR 3 to 4 Lakhs a month and the ratio of the skip tracing was 20% to 25% on the cases allocated; We increased the recovery to INR 10-12 Lakhs a month and the ratio of tracing also increased to 40% to 50% on the cases allocated and we have been consistent till date
• Credit Card portfolio from Indusind Bank, when this portfolio in 2012 was handled by prior agencies, they were doing an average recovery of INR 1 to 1.5 Lakhs a month and the ratio of the skip tracing was 15% to 20% on the cases allocated; We increased the recovery to INR 3-4 Lakhs a month and the ratio of the tracing also increased to 45% to 55% on the cases allocated and we have been consistent till date.
• Focused more on Skip Tracing and Fraud Management and trained employee's innovative methods of Skip Tracing and even implemented visiting customer permanent addresses irrespective of the location in India. The reason for visiting the customer's permanent address was that the customers weren't available at the given addresses while they availed the credit card/ personal loan and neither was our team was able to skip trace the customers through various trained methods and tools.

Oct **2008** Dec **2011**

Manager Collections

Khushi Credit Services

Bangalore, India

Managed:
• KYC documents verification & collection portfolio of telephone service providers throughout South India
• Managed Collection portfolios for Axis Bank, Barclays Bank, HSBC Bank, Bajaj Finance, and SCB. All the portfolios comprised of handling Flows, Recoveries, and skip tracing.

Sep **2004** Sep **2008**

Assistant / Agency Manager

Citi Group Global Services

Bangalore, India

Growth Path:
Sep'04-Aug'05 Tele-caller
Sep'05-Sep'08 Assistant Manager / Agency Manager
Role:
• Managed collections of credit cards for Bangalore Region
• Supervised collection agencies hired by Citi Bank to carry out collections for credit card overdue from the customers
• Accountable for undertaking activities related to settlement & dispute resolution and legal cases like cheque bounce, summons, and warrant execution.
Highlights:
• Holds the distinction of being acknowledged as:
• Best Agency Manager in 2007
• Best Tele-caller twice for Jan'05 & Mar'05
• Recognized as the winner of "Beat the Best Contest" in 2007
• Focused more on Skip Tracing and trained agency employee's innovative methods of Skip Tracing and even implemented visiting customer permanent address irrespective of the location in India. The reason for visiting the customer's permanent address was that the customers weren't available at the given addresses while they availed the credit card from Citi Bank and neither our agency employees were able to skip trace the customers.

Jan **2003** Jan **2004**

Call Center Executive

Iseva Systems PVT LTD

Bangalore, India

Worked as an inbound call center Customer Service Representative proving technical support to USA-based customers for an ISP (Internet Service Provider) named CompuServe.

EDUCATION

Bachelor of Commerce

University of Madras

India

PERSONAL SKILLS

Communicative Collaborator

Decision Making

Team Management

Safety Compliance

Self-motivation

Adaptability

Accuracy

TECHNICAL SKILLS

MS Excel

Ms Word

MIS & Dashboards

MS Outlook

Financial Systems (CACS, Salesforce, ERP, Finnone, Powercard, Intellect, etc)

INDUSTRY KNOWLEDGE

Banking Debt Collections | Accounts Receivable | Credit Control | Fraud Investigation | Credit Operations | Data Analysis | KYC Onboarding | CDD (Customer Due Diligence) | Records & Documents Management | Inventory Management | Compliance | Risk Mitigation | Risk Management | Administration

CERTIFICATIONS AND LICENSES

Data Science Architect Master's Program (Pursuing)

Intellipaat

Course Content:

R, Python, Machine Learning, AI & Deep Learning, Tableau Desktop 10, SAS, Big Data Hadoop & Spark, MS SQL, MongoDB, Advanced Excel

DRA Training (DEBT Recovery Agent)

Conducted by RBI authorized institutions in Bangalore, India

AML (Anti Money Laundering)

Dubai Islamic Bank, Dubai, United Arab Emirates

Cards Advanced Operations

EIBFS, Abu Dhabi, United Arab Emirates

LMV (Automatic) International Driver's License

RTA, Dubai, United Arab Emirates

LMV and HGV Driver's License

RTO, Bangalore, Karnataka, India

LANGUAGES

English	5/5
Kannada	5/5
Sindhi	3/5
Hindi	5/5
Tamil	3/5

HOBBIES & INTERESTS

Cricket

Horse-riding

Volleyball

Travel

Driving

Pets

Badminton

Table Tennis