

Abhay Chhabra

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Professional Summary

Dedicated professional with over 16 years of experience in the CRM and customer service industry, including 1 year and 3 months at Aimlay Pvt Ltd as a Manager in the CRM Department. Proven track record in maximizing revenue generation, enhancing customer retention, and leading high-performing teams. Recognized for exceptional communication skills, innovative problem-solving, and exceeding targets.

Professional Experience

Manager - CRM Department

Aimlay Pvt Ltd, New Delhi

April 2023 - July 2024

Developed and implemented strategies to retain customers and reduce churn.

Managed customer satisfaction metrics through surveys, feedback, and direct interactions.

Oversaw CRM data management, ensuring data integrity and compliance with privacy laws.

Tracked and analyzed key CRM metrics, such as customer acquisition and retention rates.

Generated and presented regular CRM performance reports to senior management.

Led training sessions to improve team skills and performance.

Managed cross-functional projects, ensuring timely completion within budget.

Account Manager - Ops. (Resident Expert)

**Encore Capital Group (Midland Credit Management India Pvt. Ltd.),
New Delhi**

November 2007 - March 2023

Handled escalations and facilitated resolutions to enhance customer satisfaction.

Monitored team performance, set targets, and ensured achievement of daily, weekly, and monthly goals.

Conducted performance evaluations and provided constructive feedback.

Led team meetings and managed operational interactions with trainees.

Customer Care Executive - Ops.

V Customer India Pvt. Ltd., New Delhi

August 2006 - October 2007

Provided customer support and resolved inquiries efficiently.

Ensured high levels of customer satisfaction through effective communication and service.

Education

MBA in Operations

AMITY University, New Delhi

Bachelor of Commerce

Delhi University, Delhi

Intermediate & Matriculation

CBSC Board, Karnal

Technical Skills

Proficient in MS Word, MS Excel, and PowerPoint.

Achievements

Won ACC Award and Trophy for highest collections in Nov-Dec-Jan 2024.

Awarded 7 times for exceeding targets and going beyond expectations.

Top Collector of the Year in 2009, 2011, and 2015.

Received multiple awards for quality and compliance in team performance.

Personal Details

Date of Birth: 16-07-1984

Marital Status: Married

Fathers Name: Mr. Subhash chhabra

Resident: India

Date: Delhi

Place: New Delhi, India