First Name of Application CV No 1624878

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| Summary of Qualifications: | Excellent human resources background, including: applicant screening; employee relation, payroll, proficiency in Microsoft Word, Excel and PowerPoint, ability to handle multiple tasks concurrently, good communication skills in English ,Hindi & Telugu , Can work with minimum supervision with initiative and commitment, Eager to learn and willing to be trained. |

Professional Qualification:

Received Certificate of Achievement “Best Collector”Mashreq Bank Porfolio.

Work Experience

 StanQuad Loans & Overdues Rescheduling : ( Emirates NBD ) Jan 2015- Present

• Follow the Code of Ethics of the bank at all times and also inline the Collection Policy and Procedure.
• Achieve assigned Collection targets in order to contribute to the improvement of the organization financial performance
• Implement Collection recovery plans to achieve the collection monthly individual/team targets.
• To make outbound calls in line with daily call targets assigned by team leader and ensure that deadline dates for calls and follow ups are actioned.
• Contact and negotiate with defaulters by phone calls, meetings and emails to recover past dues or reaching settlements and update all the information in ENBD collection system.
• Follow-up with employers for employee status, delay or no salary transfer/ESOB and follow up new documents, salary transfer.
• Send collection standard letters/SMS/Emails to defaulters
• Review Collection MIS on daily basis to measure own effectiveness, productivity & efficiency.
• Sustain customer relationship with the organization in order to retain customers and project a professional image of the bank.
• Handle walk-in customers on daily basis when needed,.

Mashreq Bank / Standard Chartered Bank : Recovery

(Visa Provided by Respective Recruiting Agency). Mar. 2012up to jan 2014

Job Profile:

* Working as Recovery officer serving the most privileged customers of the Bank.
* Follow up allocated portfolio, Answer inbound and outbound queries & enquiries of the most important Customers within section of my account, in accordance with credit control timetable.
* Receive payments and post amounts paid to customer account & processing settlements and handling legal activities.
* Locate and notify customers of delinquent accounts by mail, telephone or personal visits in order to solicit payments
* Ensure adherence to spiel and compliance code of conduct
* Ensure daily productivity and financial targets are surpassed.

Cartel InfoTech (Reliance BiggAdda) Jan 2011-Dec-2011

Job Profile:

* Communicating courteously with customers.
* Providing help and advice to customers.
* Analyzing & resolving problems swiftly.
* Adhering to company policies & procedures.
* Delivering finer aspects of service.
* Maintaining and developing relationships with existing customers and generating new leads.
* Gathering market and customer information.
* negotiating the terms of an agreement and closing sales

 • Able to ensure sales targets are met and exceeded beyond

 Expectations.

Magus Customer Dialog (Airtel Relationship Centre) Mar2008 - Dec 2010

Job Profile:

* Maintain close supervision on the daily functions of the staff, ensuring productivity and checking the quality of the output.
* Orient, educate and train fresh employees. Acquaint them with their specific responsibilities, communicate in clear terms what is expected from them and introduce them to the institution’s vision and mission statement.
* Serve as the receiver of important mail, documents and ordered items delivered to the organization’s address.
* Committed to providing the highest possible standards of customer service and support.
* Self-starter can be depended on to complete a task under minimal supervision.
* Identified and made recommendation for process improvements.
* Built a teamwork environment that encouraged hard work and collaboration.
* People oriented, enjoy working directly with customers and the general public.
* Performs the tasks of maintaining administrative records of the organization daily and weekly basis

Education: Osmania University of Hyderabad, Bachelor of Arts March 2010

Personal Background:

Date of Birth: Jan.18, 1988

Citizenship: Indian