**First Name of Application CV No 1640280**

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**Curriculum Vitae**

***KiranKini***

**Objective:** Looking for a position which will value my input and at the same time provide a dynamic and challenging environment, encouraging me to deliver my best.

**Total Experience: 8+**

**Nationality**: Indian

**Educational Qualification:** B.COM

**Computer Skills**: MS Word, Excel, Power Point, Outlook & Internet

**Technical Skills**: Microsoft Dynamics NAV CRM & ERP

**Hobbies:** Reading, Listening to Music, Travelling

**Languages:** English, Hindi, Urdu

**Areas of expertise:** Customer Service, Support Administrator, Sales Coordinator, Team Leader and Supervision

**PROFESSIONAL OVERVIEW**

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| --- |
| **Worked with RM Retail as a Sales Coordinator.** |

* Managing all the sales related activity of the company.
* Handling a high volume of customer enquiries whilst providing a high quality of service to each caller.
* Writing up accurate and grammatically correct sales correspondence.
* Tracking sales orders to ensure that they are scheduled and sent out on time.
* Effectively communicating with customers in a professional and friendly manner.
* Ordering and ensuring the delivery of goods to customers.
* Supporting the field sales team.
* Ensuring that staff uniforms and personal appearance are always clean and professional.
* Carrying out administrative tasks such as data input, processing information, completing paperwork and filing documents.
* Contacting potential customers to arrange appointments.
* Speaking with customers using clear and professional language.
* Resolving any sales related issues with customers.
* Completing the administrative needs of the Sales Department.
* Making follow-up calls to confirm sakes orders or delivery dates.
* Responding to sales queries via phone, e-mail and in writing.

**Worked with First Credit Services as a Team Coach for Debt Recoveries**

**Accomplishments**

* Worked for GOLDS GYM third party collection process
* Involved calls to the customers
* Assisting
* Team Motivation
* Assisting the supervisory heads
* To lead & motivate team and to help them to achieve desired Goal
* Evaluate the performance of associates and help in their development.
* Handle customer escalations & suggest changes to the management for process improvement based on the customer's feedback.
* Address administrative issues arising out of day-to-day working.
* Accurately analyzing and assessing statistical data.
* Speaking with customers using clear and professional language.

**Worked with Spanco Respondez as a Team Leader for Debt Recoveries**

**Accomplishments**

* Worked for CAPITAL ONE third party collection process
* Involved calls to the customers
* Assisting
* Team Motivation
* Assisting the supervisory heads
* Ensure adherence to SLA(Service Level Agreements)
* Coaching and Mentoring & giving feedback to team members about various performances and behavior related issues
* Ensuring that the team members are diligently meeting the company policies related to quality and compliance. To report any compliance to management
* Motivating the teams and controlling attrition/ burnout
* To analyze basic data/ reports and provide feedbacks of an individual's/ team's performance
* Planning of manpower and recruitment
* To be updated on the process and issues that arise

**Worked with First Source Advantage LLC as a Recovery Specialist / Customer Service**

**Accomplishments**

* Worked for American Express third party collection process
* Involved calls to the customers
* Assisting
* Team Motivation

**KRA'S**

1. Dollars Collected per collector per month

2. Dollars Collected per contact

3. Number of payments per collector per month

4. Nil Non-compliance on QA or company policies by team

5. Attrition in the team

**Worked with Zenta Pvt Ltd as a Senior Debt Collector/Customer Service**

**Accomplishments**

* Worked for a collection process (NCO bad debts)
* Involved calls to the customers
* Monitoring the performance of the team
* Timely execution and completion of any given project