**Nadim**



***E-mail:*** **nadim.347654@2freemail.com**

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**Career summary:**

Experienced Customer service Executive with Debt Collection Knowledge. Able to work in fast paced environments and can complete assigned tasks efficiently with great quality.

**Skills Set:**

Excellent communication skills, Negotiation, Leadership, Customer service, Debt Collections, Attentiveness, Time management skills, Goal Oriented, Team Work and Eager to learn and pick up easily.

**Work Experience:**

**Company: Intelenet Global Services; Mumbai (INDIA)**

* Process: Barclays Bank Online and Mobile Banking
* Designation: Team Coach
* From: March 2015 – September 2016

**Key Responsibility**

* Developing a strategy that the team will use to reach its goal. Managing the flow of day-to-day operations.
* Creating reports to update the company on the team progress and providing any training that team members need.
* Communicating clear instructions to team members and listening to team members' feedback & prepare plans for implementing the same.
* Handling Customer Escalations, managing Intervals on floor & strategizing new ideas on how to manage service level on the floor.
* Monitoring team member’s participation to ensure that the training they are provided with is being put into use and also to see if any additional training is needed.
* Recognizing and appreciating team and team member accomplishments and exceptional performance. Creating reports to update the company on the Team progress and Distributing reports to the appropriate personnel.
* Bringing out the best in your people. Help team members to develop so that all of them could effectively participate on the team
* Managing people engagement activity on the floor, conducting refresher session with regards to new updates.

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**Company: Serco Pvt Ltd; Manila (Philippines)**

* Process: Barclays Bank Online and Mobile Banking
* Designation: Trainer
* From: October 2015 – November 2015

**Key Responsibility**

Training employees to provide better customer service which included –

* Educating customers on how to use Internet Banking. Helped customers identify services and products that best suited their needs. Resolved complaints.
* Developed effective relationships with all call centre departments through clear communication. Provided input to assist in selection of new phone system.
* Collected customer feedback and made process changes to exceed customer satisfaction goals. Maintained up-to-date records all times. Updated account details in CRM.
* Answered questions about bank services through Phone, Email and Chats.
* Changed account preferences and assisted with setup of new online accounts for easier access.
* Escalated customer calls to concern departments for better customer service and experience.
* Cross-trained and provided back-up for other customer service representatives when needed.
* Offered additional services such as credit cards and loans to the customers.
* Demonstrated mastery of customer service call script within specified timeframes. Properly directed inbound calls in phone queues to improve call flow.
* Consistently improve customer satisfaction through expert resolution of conflicts, issues and concern.

**Company: Intelenet Global Services; Mumbai (India)**

* Process: Barclays Bank Online and Mobile Banking
* Designation: Senior Customer Service Executive
* From: July 2010 – Mar 2015

**Key Responsibility**

* Developed effective relationships with all call centre departments through clear communication. Provided input to assist in selection of new phone system.
* Demonstrated mastery of customer service call script within specified timeframes. Properly directed inbound calls in phone queues to improve call flow.
* Changed account preferences and assisted with setup of new online accounts for easier access.
* Escalated customer calls to concern departments for better customer service and experience.
* Cross-trained and provided back-up for other customer service representatives when needed.
* Offered additional services such as credit cards and loans to the customers.
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* Educated customers on how to use Internet Banking. Helped customers identify services and products that best suited their needs. Resolved complaints.
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**Company: Zenta Pvt Ltd; Mumbai (India)**

* Process: Capital One Collection
* Designation: Collection Officer
* From June 2009 – June 2010

**Key Responsibility**

* Recovery on delinquent portfolio, Written off cases
* Ensure daily “Collections Run Rate” is met to achieve the monthly target.
* Skip trace and attempt to be made to establish contact on pool which is not contactable in the assigned allocation
* Settlement and restructuring of cases basis customer request
* Negotiating settlements with clients and taking ownership of debt collection cases.
* Refuse to pay and broken promises list to be sent to client for further action.
* Reconciling of “End of day report” to prepare a feedback report to be shared with external stake holders.

Identification and timely follow up of Non-starter / Skip cases.

* Follow up and with Stake holders against for resolution of long standing complaints or service request.
* Maintaining appropriate and comprehensive records of all customer discussions.

**Education:**

* Bachelor of Business Administration (BBA); Institute of Business and Retail Management (IBRM); March 2011
* Higher Secondary Certificate (HSC); S. K. Rais College; March 2006.
* Secondary School Certificate (SSC); Dominic Savio Vidyalaya; March 2002.

**Trainings:**

* American & British Accent Training.
* Contact Centre Attitude & Ethics Training.
* Telephone Etiquettes.
* Customer Satisfaction and Leadership Trainings

**Personal Details:**

Date and Place of Birth

Age

Gender

Nationality

Languages Spoken

: 18th August, 1986 ; Mumbai

: 30

: Male

: Indian

: English, Hindi, Urdu, Marathi

**Nadim**

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