**Muntaha**

Email – [muntaha.358020@2freemail.com](mailto:muntaha.358020@2freemail.com)

Professional Profile

* A result oriented professional with over 2 years of experience in BPO, facilitating high-quality customer services
* Successful in handling process operations & experience of implementing procedures, service standards for business excellence
* Expertise in successfully ramping business assignments; while working in close coordination with clients and ensuring effective service deliverables

Education

* Bachelor of Computer Applications from C.C.S University- India 2004.

Core Competencies

Confident clear communication

Convincing ability

Excellent interpersonal skills

Good command over English

Effective negotiator

UK & USA Customer Service Experience

BPO EXPERIENCE

**Debt Collection Agent US** 12 Oct 2015 –2 JAN 2017

**Midland Credit Management – USA**

**Encore Capital Group – Gurgaon India**

[**www.encorecapital.com**](http://www.encorecapital.com)

Encore Capital Group is an international specialty finance company with operations in 14 countries. Our subsidiaries purchase portfolios of consumer receivables from major banks, credit unions, utility providers, and municipalities, and partner with individuals as they repay their obligations and work toward financial recovery. Subsidiaries include Midland Credit Management and Cabot Credit Management.

* Research overdue account balance and history
* Achieve monthly collection goals
* Documented all collection accounts accurately and truthfully
* Checked properly if the account is being reported to all credit bureaus
* Successfully resolved as much accounts as possible to achieve monthly targets
* Demonstrate the ability to balance priorities and manage multiple tasks simultaneously
* Implemented FDCPA on each and every call
* Remain up to date on the Process Updates and ensure 100% Quality

**Technical Support Executive**  18 Sept 2014 – 30 Sept 2015

**Concentrix Daksh India**

**www.concentrix.com**

**Process - Virgin media UK (Inbound)**

* Taking inbound calls and engage with customer in a pleasant way
* Giving best customer service using Problem solving skills
* Solving all technical issues regarding virgin media TV and Broadband
* Best use of product knowledge to answer customer queries
* Performing with team to achieve weekly and monthly goals
* Analyze customer’s mind to make sure selling the products in best possible manner
* Upgrading & downgrading channel packages accordingly
* Resolve and/or troubleshoot all issues related to Client Services and provide complete solutions to enhance Client Satisfaction

**Office Assistant** 3 Feb 2010 – 28 Aug 2014

**Rehal Exports Saharanpur India**

* Responsible for all aspects of the day to day running of the filing, copying, report writing, and invoicing jobs.
* Responsible to handle the telephone enquiries.
* Make daily work plan of seniors with proper timing.
* Provide general information to the customers.
* Manage the daily incoming of the customers.
* Manage the documents in proper way.
* Handle all the other responsibilities related to the job.
* Maintained knowledge on all sales and promotion activities.
* Coordinated with store management for stockroom activities.

**DESIGNATION – Office Assistant** 11Jan 2006 – 20 Dec 2011

**Saharanpur Art Industries - Saharanpur India**

* Assisting the admin manager in performing the office work.
* Responsible for managing the dealers, and suppliers.
* To manage the inventories and issuance.
* Responsible to check the availability of the stationary and their ordering.
* Checking the receivables with the bills.
* Responsible for managing the bill payment of suppliers.
* To check the working of the technical assets of the company.
* Responsible to get repairs the equipment in case of not working.
* Coordinates with the departmental heads for their requirements.
* To arrange the accommodations for guest of the company.
* Provided individual and business clients with thorough product knowledge, superior customer service
* In absence of manager doing all activities to run the interior house successfully.

Computer skills and Expertise

* Good working knowledge of MS Office, word, Excel and PowerPoint.

Nationality Indian

Date of Birth 18 Feb 1982

Sex Male

(Muntaha)