**[Arvind.359090@2freemail.com](mailto:Arvind.359090@2freemail.com)**

**Arvind**

**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: Customer Care Executive.

From: July 2011 – February 2014

**Key Responsibility**

Creating reports to update the company on the team progress and

providing any training that team members need. plans for implementing the same.

Helping Team Members to achieve their goal and new comers with process related question

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.

Consistently improve customer satisfaction through expert resolution of conflicts, issues and concern.

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.

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.

Consistently improve customer satisfaction through expert resolution of conflicts, issues and concern.

Educated customers on how to use Internet Banking. Helped customers identify services and products that best suited their needs. Resolved complaints.

Answered questions about bank services through Phone, Email and Chats.

**Company: Ocwen Financial Solutions Pvt Ltd; Mumbai (India)**

Process: Mortgage Servicing and payment collection

Designation: Collection Officer

From: September 2014 – February 2017

**Key Responsibility**

Recovery on delinquent portfolio, Written off cases

Ensure daily “Collections Run Rate” is met to achieve the monthly target.

Settlement and restructuring of cases basis customer request

Helping customer with any issues related to insurances or taxes

Refuse to pay and broken promises list to be sent to client for further action.

Explaining escrow to the customer.

Follow up with DIL and Short Sale process

Helping customer with modification process and explaining the process

Appointment to get more info about modification

Repayment Plan Expert.

**Education:**

Bachelor of Arts from U.P UNIVERSITY | 2013

Higher Secondary Certificate UNIVERSITY Of MUMBAI | Mumbai | 2009

Secondary School Certificate U.P UNIVERSITY | Mumbai | 2005

**Trainings:**

American & British Accent Training.

Contact Centre Attitude & Ethics Training.

Telephone Etiquettes.

Customer Satisfaction and Leadership Trainings