|  |
| --- |
|  **Mohd**  |
| 🖂: **Mohd.375268@2freemail.com** |  |
|  **♦Sales ♦Project Coordinator ♦ Sales****♦ Scheduling♦ Collections♦Inventory Management ♦Customer Service** |

**CAREER SNAPSHOT**

* Have 8+ years of experience in Office Sales, Project Coordinator, customer service and banking operations.
* Proved the ability to multitask involves Customer service, resolve customer issues, operation and excel within a demanding, high-volume setting.
* Consistently recognized as a reliable individual and good team player for the best customer service rep and client service.
* An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities. Possess a flexible & detail oriented attitude.
* Ability to build rapport with Business Partners and communicate with them on process related issues.

**GLOBAL EXPOSURE**

Interacted with Clients, Stakeholders and customer globally from US, UK, Europe, Australia.

**FUNCTIONAL EXPERTISE**

|  |  |  |
| --- | --- | --- |
| * Sales
* Customer retention
* Material Management
 | * Customer Service
* SOP Documentation
* Collections/ Accounts Recievable

  | * Fraud Analysis of New Accounts
* Crisis Management
* Mortgage Refinancing
 |

**TECHNICAL EXPERTISE**

* MS Office Applications: Word, Excel **(**Vlook up, Hlook up,Pivot table, Formatting,Creating Charts, locking

 headers,Filtering**)** Power Point, Outlook

* Other Tool: Citrix, Business Object XI, NASP, GCAP, Triumph (DOS Based)

**EDUCATION**

* Bachelor Business Administration, Vivekanand Institute of Management and Science New Delhi, India – 2013

**CAREER TRAJECTORY**

|  |  |  |
| --- | --- | --- |
|  |  |  |
| American Express | Project Coordinator/ Fraud Analysis/Sales | Jun 2015 – Oct 2017 |
| Barclays RBB | Process Advisor/Sales/Customer Support/Sales | Nov 2010 – Oct 2013 |
| Encore Capital Services | Accounts Manger | Jul 2009 – Aug 2010 |
| Equinox Global Services | Customer Support /Sales | Sep 2007 – May 2009 |

**KEY DELIVERABLES**

 **Project coordinator**

* Coordinate project management activities, resources, equipment and information
* Make sure that clients’ needs are met as projects evolve
* Ensure standards and requirements are met through conducting quality assurance tests
* Work with the Project Manager to eliminate blockers and errors
* Assign tasks to internal teams and assist with schedule management
* Liaise with clients to identify and define requirements, scope and objectives
* Keeping stakeholders interested in the project
* Monitor project progress and report any issue that arise

 **Sales/Mortgage**

* Present, promote and sell products/services using solid arguments to existing and prospective customers
* Establish, develop and maintain positive business and customer relationships
* Achieve agreed upon sales targets and outcomes within schedule
* Coordinate sales effort with team members and other departments
* Perform cost-benefit and needs analysis of existing/potential customers to meet their needs.

**Customer Support/Service**

* Manage large amounts of incoming calls
* Identify and assess customers’ needs to achieve satisfaction.
* Build sustainable relationships and trust with customer accounts through open and interactive communication
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution. Keep records of customer interactions, process customer accounts and file documents
* Take the extra mile to engage customers

**Collections**

* Utilize various skip tracing techniques and collection strategies (often designed by employee) to locate right parties in order to negotiate payment arrangements on high collectability or value accounts.
* Negotiate payment terms and methods when right party is reached. The process often requires reviewing the account information in database, and/or asking probing questions of the consumer in order to better understand potential objections to payment.
* Overcome stalls and objections & suggest money sources for debt payment.
* Utilize payment options (credit cards, direct checks) and secure this information so that administrative services can process
* Take escalated calls from level I and II collectors.

**Team Management:**

* Maintain the report of team performance and providing the feedback
* Maintain the report of daily volume and closure processed by team.
* Daily call with Client about team performance and areas of improvement

**Process Trainer:**

* Trained the new agent, cross trained the existing agent in new role with documentation
* Work with Client about new process updates and suggest the ideas of improvement.
* Prepare the Work instruction and Training Material.
* Investigate the complaint case thoroughly involving the agent in question
* Apply knowledge of processes and related systems to assist in identifying, assessing and resolving issues/problems

**LANGUAGE SKILLS**

* Fluent in English and Hindi