

***KEVIN***

***Kevin.381443@2freemail.com***

***ProfessionalSynopsis***

*Ahighlymotivated,enthusiasticandselfdrivenindividualwithmorethan3yearsof professionalworkexperienceinCustomerServiceExecutive.Aquicklearnerwith exce****l****entinterpersonal,communicationandorganizationalski****l****s.Ateamplayerwho cancoordinateenhancement,problem solving,outgoing,energeticand driven communicatorofferingextensiveprofessionalski****l****s.*

***CareerContour***

***PACTEMPLOYMENTSERVICES(DUBAI,UAE)***

***(ETISALATDebtColection)***

*COLLECTIONAGENT* *Nov2016–Nov2017*

***Duties:***

* *Advisingdebtorsofthepossibleconsequencesofnon-payment.*
* *CommunicatingcustomersviaCa****l****s,SMSandEmails.*
* *Makingenquiriestotracethewhereaboutsofdefaulters.*
* *Securingpaymentfromdefaulters.*
* *Co****l****ectingmaximumamountfromcustomers.▪Ensureachievetargetevery month.*

***INTELENETGLOBALSERVICESPVTLTD*** *(****BarclaysBankOnlineandMobileBanking)***

*SENIORCUSTOMERSERVICEEXECUTIVE* *Feb2013–Sept2016*

***Duties:***

* *Ensuringthatacustomer’sproblemisbroughttoasatisfactoryconclusion Completinga****l****administrativetasksandupdatingrecordsAnsweringany financialandbankingqueries.*
* *Verifyingcustomerdatatodetectandidentifyfinancialfraud.*
* *Handlingcustomerqueriesfacetoface,overthephoneorviacorespondence.*
* *Openingnewbankaccountsforindividualsandalsocompanies.*
* *Cross-se****l****bankproductsandservicesbasedoncustomerneeds,in accordancewiththebank’sprogramstandards.*
* *Upse****l****ingofbankingproductslikeBarclaycard,LoansandHomeInsurance.*
* *Advisingcompaniesonhowtoeffectivelyusetheirmoneytogrowtheir business.*
* *Havingaexce****l****entworkingknowledgeofbankingproductslikeMortgages,*

*Insurance,Currentaccounts,MobilebankingApplicationandPingitApplication etcReconcilinganyerrorsordiscrepancies.*

***AreaofExpertise***

*Customerservice*

*BarclaysChat*

*BarclaysWebChat*

*Trainer*

*Floorwalker*

*Dataentry*

***ESpectrumpvt.ltd***

*SENIORCOLLECTIONAGENT* *Dec2012–February2013*

*KEYQUALIFICATIONS:*

*Highlyski****l****edinco****l****ectingonPastDuecustomeraccounts,including resolutionofdiscrepancies*

* *In-depthknowledgeofdifferentco****l****ectionmethodsandseveranceprocess*
* *KnowledgeofFairDebtCo****l****ectionLaws*
* *Dedicatedandmeticulous:Abletoexceedbothexternalandinternal customerexpectations*
* *Computer:ProficientinusingExcelandGreatPlains*

***JANKIMEDICALANDGENERALSTORE***

*SENIORCUSTOMERSERVICEEXECUTIVEDec2010–November2012*

***Duties:***

* *Proactivelyacknowledged,greetedandassistedcustomersinthestore*
* *Offeredcustomerswithexemplaryandtimelyservice*
* *Providedaccurateproductinformation*
* *Servedmultiplecustomers,discoveredtheirneeds,andmade recommendationstogeneratesales*
* *Handledcash,chequesandcreditcardtransactions*
* *Builtandmaintainedinternalandexternalcustomersatisfaction*
* *Metandexceededsalesgoals*
* *Assistedsupervisorstoidentifyandresolveissuesinthestore*

***AcademicQualification***

*2*

*BachelorofCommercefromMumbaiUniversity(Year–2013)*

***TechnicalSkils***

*Packages* *MS.Office–Word,Excel,PowerPointandOutlook*

*OperatingSystems MicrosoftWindowsXP,2007andVista* ***PersonalDetails***

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| *●* | *Dateofbirth* | *6thMarch1990* |
| *●* | *Nationality* | *Indian* |
| *●* | *MaritalStatus* | *Single* |
| *●* | *Hobbies* | *:SurfingNet,ListeningtoMusic,PlayingCricket.* |