Jessa Jill Tan

Debt Collector - CollectPlus Services
Dubai
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Willing to relocate to: Dubai

Work Experience

Debt Collector

CollectPlus Services   -   Dubai
October 2017 to Present

Account: DU Telecom / ADIB / Citibank UAE
Job Description:
1. Monitor accounts to identify outstanding debts.
2. Investigate historical date for each debt or bill.
3. Find and contact clients to ask about their overdue payments.
4. Process payments and refunds.
5. Resolve billing and customer credit issues.
6. Demonstrates a high level of technical proficiency regarding client and company collection systems and processes which measurably exceeds minimal requirements.
7. Meets and exceeds all established goals and client expectations with respect to debt collections, work
quality and customer interaction.

Collection Consultant

Sutherland Global Services   -   Dubai
September 2015 to November 2016

Account: DU Telecom
Job Description:
1. Receiving and making calls from/to customers to understand their payment abilities and provide collection related support.
2. Demonstrates above average verbal communication skills.
3. Demonstrates a high level of technical proficiency regarding client and company collection systems and processes which measurably exceeds minimal requirements.
4. Meets and exceeds all established goals and client expectations with respect to debt collections, work
quality and customer interaction.
5. Counsel delinquent account customers to assist in funding funds to meet debt obligations.

Senior Sales Adviser

JAWAD Business Group   -   Dubai
October 2013 to September 2015

Job Description:

1. Provides excellent service to the customers
2. Prepares accounting reports (daily sales performance) and submits to Brand Manager
3. Conducts training to new staff
4. Prepares, canvasses and orders unavailable supplies for the store
5. Till handling using POS Software

Recognition: Top seller for the month (several times)

Outbound/Inbound Call Center Agent
SupportSave Solutions Inc
January 2009 to July 2013

Account: Loan XM
Job Description:
1. Customer Service Representative - assisting customers in regards with status of their account.
2.Collection Specialist - handling customers' accounts with past due statuses.

Account: Call Credit RX
Job Description:
1. Assisting clients on how to get back on track in regards with their credit scores / ratings.

Account: Office Depot
Job Description:
1. Accepting and processing bulk orders on school and office supplies.
2. Telesales Representative - calling customers and convince them to sign up on services and buy the products that we offer.

Recognition: Employee of the Year 2010 Awardee

English Communications Specialist (Part Time Job)
CNS Elamp
August 2010 to February 2011

Job Description:
Teaching Korean students the English language both in speaking and writing.

Outbound/Inbound Call Center Agent
Global Sky Communications Inc   -   Manila
September 2007 to November 2008

Account: GetYourDegree.Net
Job Description:
Telsales Representative/ Degree Adviser
- calling potential students and convice them to sign up then assist them
in choosing the right school and college degree that will best match their evaluation.

Education

BS in Pharmacy
St. Scholastica's College of Health Sciences

2002 to 2004

BS in Dentistry
Cebu Doctor's College
2000 to 2001

Skills

Multitasking, Problem Solving, Time Management

Additional Information

Communication Skills
- able to communicate with a diverse client base.
- comfortable initiating contact with customers.

Problem Solving
- ability to exercise logical and analytical thought processes and resourcefulness

Time Management
- balance between meeting performance standards and addressing customer needs.

Multitasking
- ability of handling multiple task at the same time.

Computer Literate
- ability to use computers and related technology efficiently.