



Ashlin Hentry

Team Manager

To work in a stimulating and challenging milieu that would facilitate the maximum utilization and application of my broad skills and expertise in making a positive difference to the organization.



ashlin.hentry@gmail.com



09846068518



Azheekkal House, Kannamali
P.O, kochi - 682008,
Ernakulam, India

SKILLS

Report and Data Analysis

Planing and Monitoring
Staffs

Time Management

Customer Service Skills

Problem Solving

LANGUAGES

English
Full Professional Proficiency

Malayalam
Native or Bilingual Proficiency

Tamil
Limited Working Proficiency

Hindi
Elementary Proficiency

INTERESTS

Vollyball

Football

Travelling

Caroms

WORK EXPERIENCE

Team Manager Focussed Solutions Inc

04/2018 - Present

Kochi

Achievements/Tasks

- Managed, trained and motivated Team leader and field coordinator to continuously improve knowledge and abilities in collection's field.
- Work with collections executives to drive continuous improvement in the collections process.
- Managing, analyzing and reporting about the daily field visits and payment collections to the managers.
- Monitored over 13 field executive day-to-day activities and made plans to rectify issues in payment collections.
- Cultivated and strengthened lasting customer relationships using follows up and resolving the issues with there accounts.
- Collaborated with assistant managers and collections team to maintain a banker customer relationship accordingly with correct data analysis and adequate follow up.
- Scheduled executives daily field visits, collecting the payments from customers, transcation details and updating to higher officials on day-to-day basics.
- Supervised executives field visits and payment collections and there daily deposits before the bank time.
- Reported issues to higher management with great detail, resulting in less complaints.
- Achieved monthly/quarterly collections targets of overall allocations.

Contact: Sheejan P A - +91 9846068518, sheejan.pa@gmail.com

CERTIFICATES

Debt Recovery Agent

Experience certificate (focussed solutions inc)

Experience certificate (lama enterprises)

PERSONAL PROJECTS

- Training and Development of Employees at Lama Enterprises, Kochi, Kerala
(10/2017 - 03/2018)

EDUCATION

High School

St Juliana's Public School - Perumpadappu, Kochi

05/2003 - 03/2013

Higher Secondary

SDPY Higher Secondary School - Palluruthy, Kochi

05/2013 - 03/2015

Bachelor Of Commerce

Siena College Of Professionals Studies - Edakochi, Kerala

05/2015 - 03/2018