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Sharjah, United Arab Emirates



26 years old

## PROFILE

*Results-oriented Debt Collector with of experience and knowledge in the leasing / finance sector. Strong negotiator able to work in a very fast-paced environment and adapt to situations. Collects accounts in compliance with all applicable regulations and internal performance standards in order to meet personal and team goal objectives. Thorough legal and business economics acumen and excellent interpersonal skills.*

## LANGUAGES

- English
- Hindi
- Marathi
- Tamil

## PERSONAL

- Date Of Birth : 20<sup>th</sup> Oct 1995
- Nationality : India
- Marital Status : Single
- Visa: Visit Visa  
(Expiring on 28<sup>th</sup> May)

# Manohar Swaminath Naidu

## Open to Situatable Position

## Work Experience

### Customer Service Executive

#### Epicentre

#### Core Responsibilities:

- Deal directly with customers either by telephone, electronically or face to face.
- Respond promptly to customer inquiries.
- Handle and resolve customer complaints.
- Obtain and evaluate all relevant information to handle product and service inquiries.
- Provide pricing and delivery information.
- Perform customer verifications.
- Set up new customer accounts.
- Process orders, forms, applications and requests.
- Organise workflow to meet customer timeframes.
- Direct requests and unresolved issues to the designated resource.
- Manage customers' accounts.
- Keep records of customer interactions and transactions.
- Record details of inquiries, comments and complaints.
- Record details of actions taken.
- Prepare and distribute customer activity reports.
- Communicate and coordinate with internal departments.
- Follow up on customer interactions.
- Provide feedback on the efficiency of the customer service process.

## Professional Strengths

- Strong accomplished collections experience.
- Outstanding communication and interpersonal skills.
- Excellent time management and organisational skills.
- Persuasive, emphatic with good problem solving skills.
- Good knowledge of Microsoft Word/Excel/PowerPoint and Google Chrome/Internet Explorer.
- Ability to deal with external and internal customer support in a professional manner
- Quick learner, detail oriented and ability to adapt to new processes in limited time frame.
- Multi tasking skills and ability to work under pressure.

Education

- Secondary School Certificate (SSC), Mumbai, India 2012
- Higher Secondary College (HSC), Mumbai University, India 2014

Achievements

- My collections record was always impressive. I consistently achieved and often exceeded my goals.the Company complimented on my hard work, appreciated when I achieved my highest collections target and rewarded me with good incentive and certificate.
- Awards/prizes won in School level Drawing Competitions and locally held Dance Competitions.

Skills

Skills and Ability

- Confident
- Self - Starter
- UAE Exposure
- Positive and Optimistic
- Excellent Communication
- Determined to meet targets
- Challenge Seeking
- Adapt new concepts quickly while working under pressure

Soft Skills

Ms Excel

Outlook

Powerpoint Basics

Data Entry - Proficient

Basic Knowledge in MS office

C, C++, Basic Knowledge

Disclosure

- I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Manohar Swaminath Naidu