



SYED MEHRAJ UD DIN SHAH

Account Receivable/Customer care/Debt collection.

EDUCATION

Kashmir University

2000 To 2003

Bachelor of Science.(B.Sc.)

WORK EXPERIENCE

Trust Lawyers & Legal Consultants

Account receivable/Sr. Debt Collection.

Jan 2019 to Present.

- Monitor customer account details for non-payments, delayed payments and other irregularities.
- Carry out billing, collection and reporting activities according to specific deadlines.
- Communicate with customers via phone, email, mail or personally.
- Follow established procedures for processing receipts, cash etc.
- Maintain accounts receivable customer files and records.
- Assist with month-end closing, collect data and prepare monthly metrics.
- Follow up on, collect and allocate payments.

Al wasl International Group

Advocates and Legal Consultants.

Sr. Debt Collection Officer.

Aug 2017–Dec 2018.

- Responsible in collection of Buckets & Recovery for Citi Bank, FGB and NBAD Portfolio in multiple products such as Credit Card, Auto Loan, EXPAT Loan, National Loan for Emirati & -(All Written-Off Accounts average of 300-500 allocated cases).
- Phone calls (outbound) to customer available contact details and receiving inbound calls from customer inquiring any other issues and sending bank approved standard collection letters thru email/SMS un-contactable customers (debtor).
- Tracing for non-contactable or SKIP customer (debtor) even inside and outside the country using available online search engine portal (PIPL, LinkedIn, Naukri gulf, Bayt, FB, Google, MOL, DED, ADCC & etc.) to established debtor's contact details for future reference and negotiation. Conduct Field Visit to Debtor/s work address if necessary especially priority cases & Customer with multiple BP. Endorsement of Debtor/s account for filing further Legal Action (Police & Civil Case).
- Ability to maintained and manage for collection of customer promise and broken payments in a professional best way of collection techniques and strategies. Maintaining MIS collection payment, DRR (Daily Run Rate), customer's payment scheduled and daily productivity report.

SUMMARY

Customer-oriented customer service successful at troubleshooting and handling customer support issues in a timely manner.

Energetic Dept. collection with strong time management skills who thrives in fast paced, dynamic environment.

Call center Representative with expertise providing customer support in high call volume environments.

Exceptional computer aptitude and telephone etiquette.

Dedicated customer service Representative who provides exceptional customer service through active listening and problem solving. Customer service with more than 8 years of professional customer service and leadership experience.

CONTACT

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EMAIL:-

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simply.meraj@gmail.com

CERTIFICATION

- **Cisco Certified Network Associate (CCNA)** in Switching & Routing.
- **Microsoft Certified Professional MS Server 2003** (Vide MCP Id:- SR1918170)
- **Certified Fair Dept Collection Practices Act. (FDCPA)**

LinkedIn :-

<https://www.linkedin.com/in/mehraj-syed-35150562/>

Encore Capital Group

Dept. Collection Officer.

Mar 2015 to April 2017.

- Identifying accounts that are likely to become a bad debt.
- Meet Accounting Financial objectives by forecasting requirements.
- Working on delinquent as well as bucket accounts.
- Building the connect with the customer and making them to settle their liability.
- Skip tracing the customer using the job portals and other tools to find the absconding customers.
- Adhere to customer policies information and scheduling requirements to achieve successful recovery and procedures.

EXL Services LTD

Sr. Customer Service Officer.

Dec 2011–Oct 2014.

- Respond to all customer inquiries and complaints and conduct activity on active and inactive accounts.
- Provided technical support, including identifying problems incidents with their subsequent resolution over phone.
- Regularly provide efficient technical support over the phone, maintaining presentable phone demeanor, courteousness, and creativity.
- Collected information through client phone calls to identify and report product problem.
- Prepare service order, maintain customer account in the SAP system.
- Scheduling in home service via online interface.

GENPACT

Customer Service Officer.

Jan 2011 to Aug 2011.

- Handle 60+ calls daily, with duties including signing up new source data such as customer names, addresses, phone numbers, credit card information, and enter data into various customer service software.

- Trained number of new employees' customers, retrieving customer data, presenting relevant product information, and canceling services.
- In customer service script recitation, conflict resolution, and data entry practices.
- Able to set up laptop, headphones, microphones, Skype, or any other chat client service to converse with customers.

Royal logistic company New Delhi

Customer Service Officer.

Dec-2006 to Jan-2010.

JOB RESPONSIBILITIES:

- Post sales order as per customer PO, prepare shipping documents and arrange shipment.
- Prepared various packages for shipment.
- Managing daily operations through the TMS (Transport Management System)
- Co-ordination and planning of daily/weekly shipments
- Planning and booking carriage through our carrier base
- Maintaining records, filing and general administration duties
- Provided updated shipment information via email.
- Assisted customers in tracking missing or delayed packages.
- Assisted with billing issues prepared invoices.

SKILLS

- **Personal** – Innovative, Energetic and fast learner with a flair for learning new things ability to work both in team and independently and can effectively interact with all age groups.
- **Professional** – Excellent communication skills, Good interpersonal skills, Flexible & Adaptable, leadership, Team management, presentation skill.
- **Achievements** – Appreciation certificates from Al-wasl and Trust Lawyers for best performer of the year. Titled with "super Talented Achiever" of the month in the first three months after joining company.

PERSONAL DETAILS

Name	:	Syed Mehraj du Din Shah.
Father Name	:	Syed Ali Shah.
Marital status	:	Married.
Languages Known	:	English Urdu and Kashmiri.
Passport No.	:	K6932363.
UAE Driving License	:	Yes.
Visa Status	:	Residence.