

Adil Adinan

Junior Operator - Home Credit India Finance Private Limited

Abu Dhabi

adiladinan7_nj7@indeedemail.com

588391535

To be a part of the challenging team which strives for the better growth of the organization and which explores my potential and provides me with the opportunity to enhance my talent with an intention to be an asset to the company.

Key Skill:

Willingness to accept challenges along with the ability to work under pressure, Goal oriented and Motivated individual along with the ability to work independently.

Willing to relocate: Anywhere

Work Experience

Junior Operator

Home Credit India Finance Private Limited

March 2018 to Present

While adhering to company policies and procedures, demonstrates good customer service skills while initiating outbound calls and receiving inbound calls from customers

- Negotiates account resolution and accurately inputs and documents actions within the collection systems while maintaining company performance and productivity standards
- Maintains up-to-date customer contact information in the collections systems
- May be required to support other queues to facilitate teamwork in the department
- Escalates and assists other team members with calls as needed
- Serves as a resource/subject matter expert and may provide training to fellow team members
- Meet monthly collection goals as assigned by management
- Handled Waiver Team which plays an Important role in Collections
- Supporting the production floor in the absence of TI's Helping the bottom performers in achieving their targets

Education

diploma

NTTF COLLEGE

Kerala State - Thalassery, KERALA, IN

Additional Information

- Operating Systems: MS-DOS, Windows

- Packages: MS -EXCEL, POWERPOINT, INTERNET

Special Interest:

1. Listening music
2. Travelling