

MANISH MAKHIJA

CONTACT

Dubai UAE

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EDUCATION

2006

Advanced Diploma: Software

Engineering

Cambrian College of Applied Arts & Technology, Mumbai, India

2003 HSC

National College, Mumbai, India

2001 SSC

ST. Francis High School, Mumbai, India

LANGUAGES

English

Bilingual or Proficient (C2)

Hindi

Bilingual or Proficient (C2)

Marathi

Bilingual or Proficient (C2)

PROFESSIONAL SUMMARY

Organized Team Leader builds positive rapport, inspire trust and guide teams toward achievement of organizational goals. Strong facilitator adept at working cross-departmentally with co-management and top-level leadership. Excellent trainer and mentor.

SKILLS

- Team Oversight
- Scheduling
- Staff Management
- Performance Appraisals
- Customer Complaint Resolution
- Daily Workflow Improvement
- · Staff education and training

- Client Service
- PerformanceImprovement
- Complaint resolution
- · Self-motivated professional
- Computer Proficiency
- Teamwork

WORK HISTORY

November 2017 - Current

Team Leader, Deem Finance, Dubai, UAE

- Exposure in handling PDD/Bucket2/Bucket3/Bucket4 teams for Credit Card and Personal Loan
- Agency Management, Field Team Management
- Handling Customer Complaints, Meeting Customers at branch, Offering Multiple solutions and Settlements
- Reducing Inventory Flow Minimizing Gross Credit Loss
- Built strong relationships with customers through positive attitude and attentive response.
- Mentored and guided employees to foster proper completion of assigned duties.
- Implemented new working processes to deliver multiple improvements.
- Conducted training and mentored team members to promote productivity, accuracy and commitment to friendly service.
- Demonstrated knowledge of company mission and goals and mentored employees in reaching objectives aligned with company core values.

July 2015 - November 2017

Senior Collection Officer, Deem Finance, Dubai, UAE

• Handling Bucket 2 delinquent customers on Credit Card and Personal

Loan.

- Meeting Customers at branch.
- Understanding their financial stress and offer solutions accordingly.
- Educating customers about credit scores and importance of paying on time.
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Prepared variety of different written communications, reports and documents to ensure smooth operations.

January 2009 - January 2015

Team Leader, *Epicenter Technologies Pvt Ltd*, *U. S*, Mumbai, India

- Worked with Major US Banks (Washington Mutual/ JP Morgan Chase / Applied Card System)
- Dealing with and resolving problems and issues which arise.
- Mentoring and training up junior and new staff.
- Monitoring & reporting on standards & performance targets.
- Conducting team meetings, focusing on targets & achievements.
- Praise team members and creates positive working environment.
- Ensuring all administrative and IT records are entered and updated correctly.
- Monitoring calls and metrics, provided feedback, coaching, and reporting on data.
- Provided feedback and documented accordingly including annual performance reviews.

January 2006 - January 2008

Collection Officer, *Epicenter Technologies Pvt Ltd*, Mumbai, India

- Worked on different levels of delinquency (Bucket 1, 2 & 3).
- Interacting with customers and understanding their concerns.
- Educating customers with importance of paying on time.
- Convincing and negotiating with customers Processing payments over phone.
- Delivered exceptional level of service to each customer by listening to concerns and answering questions.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Exceeded goals through effective task prioritization and great work ethic.

PERSONAL INFORMATION

DOB: February 7, 1985

Gender: Male Nationality: India Current location: Dubai Marital Status: Married UAE driving license: Yes