

# SONIA D'SOUZA

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## JOB OBJECTIVE

Seeking a challenging opportunity where I can utilize my background and professionalism, enabling me to contribute to the growth and success of the organization. A position where my experience and skills will allow me to make a positive contribution towards departmental goals and company profitability.

## PROFILE SUMMARY

- Presently associated with **Collector/Finance coordinator** as a **Otis LLC**.
- Customer Centric professional & solutions driven.
- Attended several Product and Personality development seminars.
- Provide and implement ideas of innovation for the development of the business.
- An effective communicator with exceptional interpersonal skills and hands on experience in training and development of subordinates.

## CORE COMPETENCIES

- Adept in customer relations and office administration.
- Planning and organizing events
- Knowledge of accounting data
- Good verbal and written communication.
- Maintain highest level of confidentiality while handling documents and databases

## ORGANISATIONAL EXPERIENCE

- **Since 14<sup>th</sup> October 2019 - Till date as a Collector / Finance coordinator in OTIS LLC.**
  - Actively and consistently update manager of collection activities including any potential issue.
  - Processing checks, bank reconciliation, forecasting and posting bank transaction.

- Maintaining spread sheet on checks, cash, bank transfer and visa card payment to collectors for review of accounts for confirmation of receipts on daily bases.
- Identify and communicate with customers with delinquent accounts by mails, phone etc. Initiates other action as necessary. Ensure collections operation function smoothly and effectively.
- Work cooperatively with the AR team and provide payment verification.
- Provide regular feedback on performance direct report. Train team and review their work.

➤ **Since 8<sup>th</sup> January 2018 – Till 26<sup>th</sup> July 2018 as a Debt Collector in Dunia Finance**

- Worked for GCL (bucket 5) portfolios. Ensure follow up was done by calls to the customers on felonious payments.
- Tracing non contactable customer by using different tools & approaching hem for collection.
- Providing any accurate details to customers about the consequences for the delay payment as well as providing them a solution.
- Periodical review of collection reports through (MIS) to ensure that collections targets are met as set by management.
- Initiating filed case and updating it on the file to verify the current status of the customers.

➤ **Since 8<sup>th</sup> November 2015 – Till November 2017 as a Debt Collector in Azzite claims and recovery services**

- Tracing non contactable customers by using different tools & approaching them for collection activity in efficiently manners  
Initiate all collection activities (telephonic calls, letters and emails)
- Working on both portfolios; recovery & buckets  
Ensure follow up by mail and phone to customers on felonious payments
- Maintain well-standing of customer accounts  
Analyzed accounts receivable information to settle on priority  
Produced standard aging reports

Assisting customer over the phone about their delinquent accounts and offering plans to get there accounts current

Cold calling to debtors & in case of their non-cooperation; arranging team for filed visit

- Periodical review of collection reports through (MIS) to ensure that collections targets are met as set by management.

Sound Knowledge in recovery policy and procedure for full range of products which includes Credit card, personal loan, SME and auto loan.

Making outbound and/or taking inbound calls for recovery of serious delinquent accounts.

## Previous Experience

- **Worked as Customer Services Agent in Ola Cab for 10 months in 2015**

- Provided customers with product and service information.
- Identified, researched, and resolved customer issues using the mobile app.
- Followed-up on customer inquiries not immediately resolved.
- Completed call logs and reports.
- Researched billing issues.
- Researched misapplied payments.

- **Worked as a Recruiter in Genius consulting for 5 months in 2013**

- Interviewed, assessed, and recruited applicants interested in military service
- Tracked results of recruiting efforts, formulating plans to improve applicant members and qualifications
- Gathered individual data and prepared forms and documents incident to enlistment processing.
- Established liaison with local radio, television, and newspaper agencies. Wrote, edit, or presented recruiting material for use by local communications agencies.

- **Worked as Receptionist in Shroff Eye Clinic for 4 months in 2013**

- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Directs visitors by maintaining employee and department directories; giving instructions.

- Maintains security by following procedures; monitoring logbook; issuing visitor badges.
  - Maintains safe and clean reception area by complying with procedures, rules, and regulations.
- **Worked as Collection Officer in Janki Properties for 11 months in 2012**
- Followed up on client's billing disputes.
  - Drafted letters to insurance companies and attorneys in 3rd party law suits.
  - Appeared in small claims, superior courts and workers comp cases as required.
  - Reviewed, and determined which accounts qualified for possible legal action, or charge off.
  - Performed desk reviews each month to ensure collection goals and deadlines were met.
  - Prepared month-end reports as needed.

## ACADEMIC DETAILS

2014 Bachelor of Commerce from Prahladrai Dalmia Lions College, Mumbai University  
 2011 12th from Esplanade Junior College, Malad, Maharashtra Board  
 2009 10th from Carmel of St. Joseph's High School, Maharashtra Board

## PERSONAL DETAILS

Date of Birth: 17/05/1992  
 Visa Status: Employment Visa  
 Address: Dubai, UAE  
 Languages Known: English, Hindi, Konkani and Marathi  
 Nationality: Indian  
 Marital Status: Single  
 Passport Details: M2084497