

Karan

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**Address: deepak vihar Khora
colony Ghaziabad -201301**

Summary

As a Collection Service Representative, my professionalism, passion, persistence, and selfless efforts are shown daily within my ability to complete multiple actions in a timely manner with outstanding business skills. My knowledge and teamwork has proven invaluable within the call center market. I have demonstrated an innate ability to balance difficult and tedious workloads while ensuring the mission is met or exceeded, which is a credit to personal character. My outstanding performance exemplifies the finest traditions of customer service, best practices and a willingness to be a successful team player. Today, I'm looking for a career to achieve and exceed company goals.

Personal Strength

Excellent communication skills
Optimizing user experiences
Attention to Detail
Good judgment and decision-making skills
Flexible, dependable, honest and policy lead
Good attendance and punctuality
Teamwork, but also independent
Teachable customer service representative
Creative and proactive problem solver
Identifies and meets user needs
Self motivated
Problem solver and out-of-the box thinker

Professional Summary

**HDB Financial Services Ltd.
Noida Sec 58
Sr. Telecalling Officer**

17 oct 2018-23 Sep 2021

- - Performed all activities related to collect overdue payments.
 - Made call between 150-200calls to collect payment for overdue loans.
- Acted as the liaison between creditors and customers and manages overdue accounts.
 - Called to the customers and negotiate to pay his over due EMI.
- Set up payment arrangement and settlement.
- Assess and determine needs of borrowers with loan delinquencies which may include repayment plans, modifications and for closures alternatives.

Education

10th passed from U. P. Board in 2013

12th passed from U. P. Board in 2015

B.Sc. passed from Agra University in 2019

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Father Name : Mr.Maujiram Shakya

Date of Birth : 10/07/1998

Nationality : Indian

Gender : male

marital status : married

Language Know : Hindi, English

Hobbies : Playing Cricket

Date :

Signature

Place :

