

KAMAL AHMAD

OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

EXPERIENCE

Derby Debt Collections - (Sharjah) UAE
Customer Service (Collection Process)
Operational functions

- Contacting with clients to determine their financial objectives, risk tolerance, income, expenses and assets.
- Analyze and assess customers' repayment problems and convince and negotiate with customers to prioritize repayment to achieve the assigned recovery targets.
- Followed up to establish contact with customers and engage with them and work with them to help them amicably settle their outstanding liabilities.
- Utilize various tracing techniques and strategies to collect personal information of customers and the same is documented on the collection system for future trials on the account.
- Handling over 100 inbound and outbound customer calls and all interactions updated in the CRM System.
- Ensure adequate follow-up on settlement agreements to ensure customers adhere to approved agreements and make the payment until settled in full.
- Expert in MS Outlook and MS Excel and preparing MIS reports assisting in improving recovery targets and making action plans to meet monthly targets.

05/2023 - Present

Administrative Assistant
DTDC COURIER SERVICES-INDIA
Operational functions

- Greet and assist visitors and clients in a professional and friendly manner.
- Handle incoming calls and direct them to the appropriate departments.
- Perform Data entry tasks, maintaining accurate records of shipments and deliveries.
- File and organize documents, ensuring easy retrieval and storage.
- Schedule appointments and coordinate meetings for executives and team members.
- Prepare and process outgoing shipments, ensuring timely dispatch.
- Respond to customer inquiries, resolving issues promptly to ensure customer satisfaction.
- Support the administrative team in various tasks as required.

05/2019 - 09/2022

EDUCATION




Higher Secondary
A K Y N Inter College

2014

Bachelor of Science
DR. R. M. L. AWADH UNIVERSITY

2017

CONTACT

 Dubai, UAE
 +971502081752
 kamaalahmad786000@gmail.com

SKILLS

Communications Skills •

Sales •

Great Computer skills •

Excellent typing speed •

Negotiations Skills•

Knowledge of MS word, MS Excel, PowerPoint and Outlook.

LANGUAGES

English, Hindi.

PERSONAL DETAILS

| | | | |
|-----------------|-------------|-----------------|------------|
| Date of birth- | 12-Feb-1997 | Visa Type- | Visit Visa |
| Passport No.- | N1039923 | Date of Issue- | 26/06/2015 |
| Date of Expiry- | 25/06/2025 | Place of Issue- | Lucknow |