



# KACHINGMI R SHIMRAY

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## EDUCATION

### 2015 BACHELOR OF ARTS

I did my BA with Sociology from KL Bajoria collage, North-Easter Hill University, Shillong India.

### 12<sup>th</sup> PASSED FROM COHSEM

### 10<sup>th</sup> PASSED FROM BOHSEM.

## SPECIALIZING IN DEBT COLLECTION AND CUSTOMER SERVICE.

***Dedicated Account Manager, bringing 5 years of experience in call centre. Goal-driven, Award-Winning Account Manager with repeated success generating company leading revenues in debt collection. Skilled at working with diverse group of people, verbal and written communication and multi-tasking, demonstrates flexibility and adaptability while consistently meeting goals and driving the business, hard working with professional and mature attitude, who takes ownership and give selfless service.***

## SKILLS

- Good typing speed (50 WPM)
- Microsoft word, PowerPoint, Excel and Photoshop
- Written and Oral communication
- Active listening
- Patience
- Positive attitude
- Can cope up with team environment
- Good in managing time
- Hard working
- Multi-tasking
- Problem solving

## EXPERIENCE

**JUNE 2023 – JUNE 2024**

### DATA ENCODER (BO), Dhooch Alabyath Technologies EST. DUBAI

- Daily Audit for overall transection of total deposit and withdrawal.
- Hourly reports for total deposit, two hours report for total withdrawal and 5 hours report for remaining balance.
- Handle staff withdrawal speed monitoring. Deposit level monitoring.
- Help customer for every withdrawal, deposit, mis transfer.
- Help chat support and operation.
- Manage every transection by maintaining balance in the account and payout to the finance for stability.
- Maintain channel every time by getting update from the third party for withdrawal and deposit stability.

### SALES AGENT, ALPHA STAR MARKETING MANAGEMENT DUBAI

- Dealing with online trading in financial market
- Make professional outbound call for potential Client.
- Explain the whole process by showing the platform online.
- Creating a demo account by giving promo code to the client.
- Assigning an expert after the payment process is done.

**MARCH 2020 – MARCH 2023**

### ACCOUNT MANAGER, [MIDLAND CREDIT MANAGEMENT INDIA PRIVATE LIMITED](#)

- Emphasize premium Customer Service from start to finish throughout the collection cycle.
- Handling 3 consumer at the time through chat conversation and resolving the issue.
- Collected on an average of \$100,000.00 in a month which I cultivated over \$30,00,000.00 in recurring accounts collection within 3 years.
- Achieving target on an average of 100% - 150% every month.
- Gold winning award in R&R for monthly and quarterly top collector.
- Negotiated payment plan with consumer using independent judgment based on marketing letter and company policies.
- Professional and mature attitude, understanding the financial difficulties of the client and negotiate mutually agreeable terms.

- Follow up with customer to address needs and resolve any issues, advising debtors of the possible consequences of non-payment.
- Communication with client via, Mail, Telephone, and chat conversation in a standard professional manner.
- Investigating claims of financial difficulties and keeping administrative record up to date.
- Maintain company standards, conduct and policies handling calls including skip tracing and follow the FDCPA guidelines.

Taking consumer's feedback by giving CSAT regarding the

#### **MARCH 2019 – MARCH 2020**

##### **Receivable Analyst in Medical Billing, [nThrive Global Solutions](#)**

- Analyst the medical claim that we receive from patient, by checking the coverage and expiration of the claims.
- Calling specific insurance company for the validation of the claims.
- Serviced with professional and give satisfaction to the patient/customer by resolving their issues and queries.
- Awarded with best AR for achieving monthly target with outstanding performance of 130%

#### **2017 – MARCH 2019**

##### **TEACHING STAFF CUM HOSTEL WARDEN**

- Teaching social science, PE and Science.
- Early morning helps the student for physical exercise, devotion and tuition.
- After school I teach Football and music like guitar and drums and help with studies at night.

#### **Activities**

I speak ENGLISH, HINDI, MANIPURI and TANGKHUL. I work as a leader and music director, Guitarist and Drummer in my Church for 4 years. I was a Football player for POHKSEH club in SHILLONG premier league. I love to cook, Sing and explore new things.

