

RESUME

SHANAWAZ AHMED,

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Objective:

Results driven and detail oriented professional seeking a Cash Collector position to utilize strong financial acumen and exceptional interpersonal skills in efficiently collecting outstanding payments. Proven ability to analyze accounts, implement collection strategies, and maintain positive customer relationships. Committed to achieving targets and contributing to the financial success of the organization.

Skills:

- *Debt Collection: Proficient in assessing outstanding balances, analyzing delinquent accounts, and implementing effective collection strategies to maximize recovery rates.*
- *Communication: Excellent verbal and written communication skills, enabling effective negotiation and resolution of payment issues with customers while maintaining positive relationships.*
- *Organization and Time Management: Skilled in prioritizing tasks, managing a high-volume workload, and meeting tight deadlines while maintaining accuracy and attention to detail.*
- *Problem Solving: Demonstrated ability to identify root causes of payment delays or disputes and develop creative solutions to expedite collections.*
- *Customer Service: Proven track record of providing exceptional customer service, addressing inquiries, and resolving payment-related concerns in a professional and timely manner.*
- *Software Proficiency: Microsoft Office Suite, including Excel, Word, and Outlook.*

EDUCATION:

DEGREE	UNIVERSITY	YEAR OF COMPLETION
Intermediate (10+2)	Board of Intermediate, Hyderabad, Telangana, India.	2018-2020

<i>Secondary Education</i>	<i>Board of Secondary Education, Hyderabad, Telangana, India.</i>	<i>2017-2018</i>
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CAREER PROFILE :

<i>NAME OF ORGANIZATION</i>	<i>LAST DESIGN.</i>	<i>PERIOD OF WORKING FROM</i>		<i>NO. OF YEARS</i>
<i>Deccan Chronicle Holdings Limited, Hyderabad, India.</i>	<i>Cash Collector</i>	<i>Jul-21</i>	<i>Till Date</i>	<i>2 Yrs</i>
<i>Anjali News Agency, Gachibowli, Hyderabad, India.</i>	<i>Cash Collector</i>	<i>Jun '20</i>	<i>Jul '21</i>	<i>1 Yr</i>

1. Deccan Chronicle Holdings Limited, Hyderabad, India.

- *Responsible for managing a portfolio of delinquent accounts, overseeing collections, and ensuring timely payment recovery.*
- *Analyzed customer payment history, identified delinquent accounts, and initiated appropriate collection strategies, resulting in a 30% increase in collection rates.*
- *Utilized effective communication skills to engage with customers, resolve payment disputes, negotiate payment plans, and establish realistic deadlines for payment.*
- *Prepared and maintained accurate records of customer interactions, payment arrangements, and collection efforts in accordance with company policies.*

2. Anjali News Agency, Gachibowli, Hyderabad, India.

- *Provided exceptional customer service in a fast-paced retail environment, ensuring customer satisfaction and resolving payment-related issues.*
- *Handled cash transactions accurately and efficiently, maintaining a balanced cash register at the end of each shift.*

PERSONAL DETAILS:

NAME : *SHANAWAZ AHMED*
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AGE : *21 Years(Single)*
DATE OF BIRTH : *January 18th, 2002.*

