

AJAY NIKUMBHE

Customer support associate
senior collection advisor

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Bengaluru

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LinkedIn/Portfolio

EXPERIENCE

Senior collection advisor

DPDzero

2024 Bengaluru

- Provided comprehensive support to customers, addressing queries and resolving complaints efficiently to enhance client satisfaction.
- Manage end-to-end collections processes, ensuring timely recovery of outstanding payments while maintaining customer satisfaction.
- Consistently exceed monthly and quarterly collection targets through effective negotiation and customer engagement strategies.
- Collaborate with cross-functional teams to streamline collection workflows and improve recovery efficiency.
- Ensure strict adherence to regulatory requirements and company policies in all recovery activities.

Senior Customer Service Representative

Connecqt business solution pvt Ltd

05/2022 - 06/2024 Location

- DRA (Debt Recovery Agent) CERTIFIED
- Handle customer complaints
- Interacting with customer on their complaints through calls and messages
- Ensure customers are satisfied with their feedback and service provided
- Follow communication guidelines, policies and procedures

Quality Eng

Shadowfax

2021 Bengaluru, India

- Conducted thorough quality checks on deliveries, ensuring compliance with company standards and customer requirements.
- Identified process inefficiencies and implemented improvements to enhance operational accuracy.
- Coordinated with multiple departments to resolve quality issues and maintain service excellence.
- Maintained detailed records and reports, contributing to process transparency and accountability.

EDUCATION

Bachelor of Business administration

Bengaluru City University

01/2022 - 01/2024 Bengaluru, India

- Administration
- Bengaluru City University

Senior secondary schooling

Vv puram college of

01/2019 - 01/2021 Bengaluru, India

- Art's and commerce

SUMMARY

Highly motivated and results-driven professional with 2.6 years of expertise in customer support and debt recovery. Adept at delivering exceptional customer service, resolving escalations, and achieving collection targets. DRA-certified (Debt Recovery Agent) with a proven ability to maintain compliance, build strong client relationships, and contribute to organizational success.

LANGUAGES

English

Advanced



Hindi

Advanced



Kannada

Advanced



CERTIFICATION

Debit recovery agent

Indian institute of banking and finance

KEY ACHIEVEMENTS



Successfully end to end delivery

Consistently achieved top performance ratings for meeting and exceeding collection targets. Recognized for maintaining high customer satisfaction scores through effective communication and service delivery. Played a key role in streamlining debt recovery processes, improving overall efficiency.