**Ashok Singh**

Accounts recievable expert at Dell International services

**5 Year(s) 0 Month(s) | Hyderabad / Secunderabad | INR 3.20 Lac(s)**

+919849241534, 9632365632

[Ashok\_Singh@dell.com](mailto:Ashok_Singh@dell.com),dfdh.jgdg@gmail.com

**“** B.COM with 3 years Experience in account recievable Expert and Credit control

**WORK SUMMARY**

Worked as sales rep for 17 months and moved to collections and have been working in current role for 42 months.

**Industry :** Accounting/Finance

**Functional Area :** ITES / BPO / KPO / Customer Service / Operations

**Role :** Associate/Sr. Associate -(NonTechnical)

**WORK EXPERIENCE**

**Accounts recievable expert** Sep 2006 - Till Date

**Dell International services**

ïƒ˜ Maintain a portfolio of $20 million for 200+ corporate customers and ensure on-time collections. ïƒ˜ Implementing effective debt collection mechanisms as per ageing reports for ensuring timely receipt of money from clients, recovery of bad debts and meeting Gate Score Card targets. ïƒ˜ Controlling delinquency and credit loss by reviewing, verifying and then approving the transactions. ïƒ˜ Involved in customer service operations for rendering and achieving quality services; providing first line customer support by answering queries and resolving their issues. ïƒ˜ Interacting with internal departments including sales, logistics, customer service, cash applications and credit verifications, etc. to resolve issues related to Finance and Cash. ïƒ˜ Responsible for prioritising workload management in alignment with Quarter Targets and Customer satisfaction on daily / weekly / monthly basis.

**EDUCATION DETAILS**

U.G.

B.Com (Commerce) 2004

Osmania University

**DESIRED JOB DETAILS**

**Job Type :** Permanent

**Employment Status :** Full time

**US Work Status :** Authorized to Work in the US

**Preferred Location :** Anywhere in South India

**PERSONAL DETAILS**

**Name :** Ashok Singh

**Gender :** Male

Pan : GHJKL1203K

Passport: A4563256

**Marital Status :** Single/unmarried

**Date of Birth :** 12 Jan 1983

**Address :** H.No 21-81, Bank Colony, Venkatapuram. Post: Trimulgherry. Sec-Bad -500015 Secunderabad-500015

**Mobile :** +919849241534(M) , 91 40 (R)

**Email ID :** Ashok\_Singh@dell.com

**CANDIDATE TEXT RESUME**

ASHOK KUMAR SINGH   
Contact #: 9849241534   
E-mail: ashokkumarsingh008@yahoo.co.in   
H.No-21-81, Bank Colony, Venkatapuram, Trimulghery, Sec-Bad-15   
  
Career : Abstract   
  
Result-driven professional with 60 months of experience.   
  
Organisational Experience:   
  
Dell International Services India Private Limited: (Sep 2006 - till date)   
Dell International Services India Private Limited provides contact center, information technology, and research and development services. It provides architecture, application planning, design and development, and testing services. The company also provides hardware and software engineering services for enterprise products, such as servers and storage systems. Dell International Services India Private Limited was founded in 2001 and is based in Bangalore, India. Dell International Services India Private Limited operates as a subsidiary of Dell, Inc.   
Designation: Collections Expert   
  
Job Profile:                                 
  
     Maintain a portfolio of $20 million for 200+ corporate customers and ensure on-time collections.   
     Implementing effective debt collection mechanisms as per ageing reports for ensuring timely receipt of money from clients, recovery of bad debts and meeting Gate Score Card targets.   
     Controlling delinquency and credit loss by reviewing, verifying and then approving the transactions.   
     Involved in customer service operations for rendering and achieving quality services; providing first line customer support by answering queries and resolving their issues.   
     Interacting with internal departments including sales, logistics, customer service, cash applications and credit verifications, etc. to resolve issues related to Finance and Cash.   
     Responsible for prioritising workload management in alignment with Quarter Targets and Customer satisfaction on daily / weekly / monthly basis.   
        
  
Aegis BPO Services. Ltd:       (February 2005-July 2006)   
  
As a leader in customer care and acquisition for over three decades, Aegis has a track record of introducing process and technology innovations. Today, several Fortune 500 clients trust Aegis to manage their customer interaction, back office, and other routine business processes.   
  
Designation: Customer Service Representative.   
  
Job Profile:   
  
     Out bound sales, reaching daily and the monthly targets   
     Queries involving all kinds questions regarding process   
     Making outbound calls to resolve the issues.   
     Mentoring new team members   
  
  
  
Computer Skills :   
  
MS-Office (Word, Excel, PowerPoint) Windows 2000, 2003.   
  
  
  
Education :   
  
     Bachelor of Commerce, Osmania University 2004        
     Ken Junior College, Board of Intermediate Education. 2002   
     Model Mission High School, Secondary School Certificate. 1998   
  
  
  
MY STRENGTHS:   
     Maintain strict confidentiality on official matters.   
     Total loyalty, commitment and diligence in the execution of work are my prime assets.   
     Possess excellent command of English (verbal/written) and fluency in Telugu, and Hindi.   
     Ability to learn things at a brisk pace and Adaptable as per business requirement.   
  
  
Date :   
(Ashok Kumar Singh)