



Ronak Nai

Debt Recovery Supervisor

 Ahmedabad, India 380013

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Results-oriented Team Leader possessing first-rate communication, problem analysis and organizational skills. Adaptable professional with 5 years of experience in customer service and customer relations. Tech-savvy with proficiency in office equipment operations.



Skills

● Analytical and Critical Thinking



Upper intermediate

● Interpersonal Communication



Upper intermediate

● Customer Relations



Upper intermediate

● Database Management



Intermediate



Work History

● **Supervisor**

HDB FINANCIAL SERVICES LTD, Ahmedabad

- Established open and professional relationships with team members to achieve quick resolutions for various issues.
- Built strong relationships with customers through positive attitude and attentive response.
- Conducted training and mentored team members to promote productivity and commitment to friendly service .
- Conducted training and mentored team members to promote productivity, accuracy, and commitment to friendly service.
- Supervised team members to confirm compliance with set procedures and quality requirements.
- Monitored team performance and provided constructive feedback to increase productivity and maintain quality standards.
- Worked with team to identify areas of improvement and devised solutions based on findings.
- Maintained database systems to track and analyze operational data.
- Conducted regular reviews of operations and identified areas for improvement.

2022-04 - 2023-06

2017-09 - 2022-03

Debt Recovery Executive

HDB FINANCIAL SERVICES LTD, Ahmedabad

- Worked in call center environment handling manual and automatically dialed outbound calls and managed over 50 customer calls per day.
- Delivered exceptional customer service on collection calls and maintained calm and professional demeanor.
- Used scripted conversation prompts to convey current account information and obtain payments.
- Achieved performance goals on consistent basis.
- Identified and contacted customers with overdue accounts to address payment status.
- Resolved customer disputes and disagreements through professional, calm communication to find mutually beneficial solutions.
- Developed strong relationships with customers to foster timely payments and account resolution.
- Contacted customers to discuss past-due accounts and negotiated payment plans.

2014-06 - 2017-04



Education

B.COM: Advance Accounting

GUJARAT UNIVERSITY - AHMEDABAD, INDIA

I complete my graduation degree with second class .I got 5.83 CGPA in my final examination.

2013-06 - 2014-03

H.S.C

Navdeep Higher Secondary School - Ahmedabad, India

I complete my Higher secondary study in March-2014 . I got 80.92 percentile rank in my final examination.

2011-06 - 2012-03

S.S.C

Navdeep Secondary School - Ahmedabad, India

I complete my secondary study in March-2012 . I got 69.89 percentile rank in my final examination.

2018-03



Certifications

Certified Debt Recovery Agent