

Curriculum Vitae

Loya Madhu

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CAREER OBJECTIVE:

To Secure A Challenging Position in A Reputable Organization To Expand My Knowledge and Skills.

STRENGTHS:

- Motivating The Team To Reach The Given Targets.
- Experience in Collections, Customer Service in real estate and Non-Banking.
- Maintaining Quality Audit Scores.

PROFESSIONAL EXPERIENCE:

- Worked as a Executive – Collections in GM Infinite Dwelling India Pvt Ltd from April 2017 to July 2019.
- Worked as a Customer Support Executive (Ola) in ANI Technologies Pvt Ltd from Sep 2019 to May 2020.
- Worked as a Executive – CET Operations in Alice Blue Financial Services Pvt Ltd from Aug 2020 to July 2021.
- Worked as a Senior Associate At Bangalore Location in Wakefit Innovations for Escalations from Sep 2021 to Feb 2023.
- Working as a Lead at Bangalore Location in Caledon Technologies India Pvt Ltd for Routes Car Rental from Mar 2023 to Oct 2023.
- Worked as Senior Associate from Feb 2024 to March 2024 in Tiger Analytics India Consulting Pvt Ltd.

POSITION OBJECTIVES:

- Customer Service For The Walk-ins.
- Contacting Customers with Overdue accounts via Phone Calls, Email & Mail To Arrange Payments.
- Preparing the Sale & Construction agreements post booking & sending the demand notes based on the construction status to clients & ensuring the timely payments are made.
- Escalate unsolved Accounts To Management For Further Actions, including Legal Proceedings If Necessary.

- Handled The Inbound Calls Of Customer Care & Resolving The Issue Of Customers. Also, Handled The Tickets Raised By The Customers For different & Gave The Prompt Resolution.
- Receive & Analyse Customer complaints or concerns To determine Their Root Cause & collaborate With Internal teams To Investigate & Resolve customer Issues.
- Served As a Mediator Between Customers & Different Departments Within The Organization & Also Provided The Training To Customer Service representatives On Handling Escalated Cases.
- Collaborating With The Management & CEO For Different Issues & RMS System Updates. Based On This, Updating The Different Things Into The System Which Will Be Displayed Internally. Coordinating With The IT Team.
- Attending To Meetings For Improvements In The Team & Giving The Inputs & Also Helping The Team To Maintain The Good Quality Scores & Prompt Resolution via Emails, Calls. Giving Trainings To Team.

SKILLS:

- PC Skills & Internet
- Microsoft Excel, Word
- Verbal & Written Communications
- Problem Solving & Decision Making

EDUCATION DETAILS:

- Completed B. Tech From JNTUH University In 2016.
- Completed 10+2 From Sri C V Raman Jr College In 2012.
- Completed SSC From N R M High School in 2010.

PERSONAL DETAILS:

Father Name : Loya Nageswara Rao

Date Of Birth : 11/06/1995

Sex : Male

Marital Status : Married

Permanent Address : 5-15/1, Madhura Nagar Colony, Road No-15,
Khammam(U), Khammam(D), Telangana-507002

Languages Known : Telugu, English, Hindi, Kannada

Date:

(Loya Madhu)

