

# SHREYAS SHETTY



## Contact

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## Personal Details

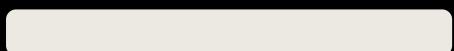
Date of Birth : 02/11/1992

## Skills

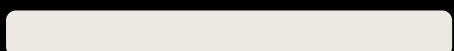
Active Listening 100%



Conflict Resolution 100%



Attention to detail 100%



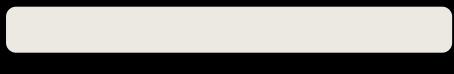
Effective Communication 100%



Proficient in various CRM systems, Excel, and adept at team management and development. Skilled in understanding individual team member performance and needs, ensuring optimal productivity and growth.



Negotiation skills 100%



Product Knowledge 80%



Persuasion 100%



## OBJECTIVE

Dynamic professional with a wealth of experience in customer service and phone etiquette, complemented by a certification in food and beverage management. Eager to leverage my expertise in effectively communicating with clients, understanding their financial needs, and providing tailored advice to drive their objectives. Seeking a challenging position in Dubai, United Arab Emirates, where I can utilize my skills to manage and update client portfolios, foster strong relationships, and contribute to the growth and success of the organization.

## EDUCATION

NIIMS

2017

BACHELORS IN COMMERCE

DISTINCTION

## EXPERIENCE

Finance house PJSC

01/04/2022

Team leader Recovery / Legal Advisor

Specializing in managing complex Non-Performing Loan portfolios, I implement strategic recovery strategies to maximize asset recoveries and achieve targeted goals.

With analytical proficiency, I assess and manage portfolios effectively, meeting recovery objectives within specified timelines.

I maintain high standards of customer service excellence while navigating negotiations and settlement agreements. My expertise in asset repossession procedures ensures swift recovery processes, complemented by meticulous data management.

Additionally, I prioritize regulatory compliance, mitigating risks throughout the recovery process.

Azzite Claims and Recovery (ABU-DHABI COMMERCIAL BANK)

02/02/2021

Loan Recovery Officer/ TI Customer Support

- 01/04/2022

Specializing in timely recovery, I employ diverse strategies and negotiation tactics to efficiently recover owed funds while prioritizing customer trust and compliance.

My problem-solving skills contribute to innovative solutions, enhancing organizational success.

Ankitst exam Inc

01/09/2018

Sales Manager

As Sales Manager, I oversee a team of 6, driving revenue via global exhibitions and streamlined collection methods.

02/02/2021

I customize machine solutions for international clients, fostering satisfaction and enhancing company innovation and competitiveness.

Tech Mahindra Business Services ( VODAFONE AUSTRALIA)

01/06/2017

Sr.Sales executive/ Customer Service Executive

In outbound cold calls for telecom products, I use strong communication skills to engage customers, close deals, and meet targets.

01/09/2018

Experienced in telesales, I identify customer needs, provide tailored solutions, and track sales activities while staying updated on market trends.

Intelinet Global Services( BARCLAYS BANK PLC )

01/05/2015

Personal Banker/Customer service agent

Managing customer bank accounts involves account operations, regulatory compliance, and resolving inquiries promptly for high satisfaction.

Candidates need deep regulatory knowledge, strong customer service, sales skills, proficiency in banking software, and negotiation abilities for smooth operations and compliance.

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## PROJECTS

### Legal team (Finance house )

In my current role, I initiated a new project within four months of joining, assisting the legal team in civil case filings and cheque executions.

This experience deepened my understanding of finance and highlighted the collaboration between government entities and financial institutions for legal compliance.

It reinforced my commitment to upholding legal standards, driving me to pursue continuous self-improvement through training programs like LinkedIn Learning. I am eager to leverage this expertise in contributing effectively to the AML team while continuing to learn and grow in this dynamic field.