



Yogini Chavan

Senior Associate

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Mumbai, 401209, INDIA
7028230654 yoginijadhav64@gmail.com

LinkedIn

Date / Place of birth

29/09/1994, MUMBAI

Nationality

Indian

Skills

Ability to Multitask

Communication Skills

Decision Making

Fast Typing Skills

customer relationship
service

Reading self help books

painting, listening to music

Languages

English

Hindi

German

Profile

PROFILE : Highly accomplish and motivated telemarketing,collection agent for the purpose of utilizing my dynamic communication skills and negotiation skills .collection specialist with self -discipline and proven track record of rapport building,resourceful problem-solving and independent decision maker,seeking career opportunity.

Achievement: Star performer thrice to achieving goals.completed all mandatory training and adhere training to stay up to date,Got reward as a best performance of the month.Achieved certificate for best debt recovery Agent- INDIAN INSTITUTE OF BANKING AND FINANCE.

SKILL : Microsoft word,MS Office,MS excel, outlook emails,v lookup and pivot chat.knowledge of German language A1 level written and spoken.will clear till B2 soon.

Employment History

Senior Associate, TATA CONSULTANCY SERVICES, Mumbai

July 2018 — March 2023

- Experience of 7 years in Collection .5 years experience in TCS .worked as a senior associate handled Citi Bank credit card portfolio.
- Contact debtor through phone and in writing email regarding past dues delinquent B2B account. handled inbound calls (Dailer active calls)through collection standards with professional and friendly handling of all dunning cases over the call.
- Makes written and telephone agreement for payment processing with customer who are in arrears.
- We carry all necessary measures for fraud prevention.
- I ensure i carry out all task in compliance with the agreed service levels and quality standards.
- Maintain accurate incoming payment records of debtor accounts in CUBS system ,dunning cases and customer history.and send monthly account statement by MSI ERP system .
- Negotiate settlement and payment terms with delinquency customer .Meet KPI target daily .Maintain frequent contact, Pace high volume phone calls to customer and report collection issue with manager.

- Work closely with various teams sales,customer support and customer success to provide first class customer service.Communicate with clients to provide update on collection actively and coordinate MSI team or agency to resolve customer objection,statement ,card related query and address discrepancies .
- I have knowledge in dunning and receivable managment.

TELLECALLER, HDB Financial service, Mumbai

June 2016 — July 2018

- Working as a Tellecallee calling on HDFC bank credit Card portfolio.
- worked on Delinquent customer worked for bucket 1, 2,3 and recovery portfolio.
- worked on active dailer and maintained electronic records.
- Typing speed 40 wpm and 88 mbps download speed.

Education

B.com, University of Mumbai, Mumbai

June 2012 — April 2015

- I have completed regular B.com from ST.Luke's college of commerce and science.

Courses

Computer course, I-TECH institute of computer.

January 2013 — June 2013

Extra-curricular activities

Dance, ST. Lukes's college of commerce and science

Taken part in dance in college.got award.