

Jenita Lobo

Mangalore, Karnataka

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To enhance my career in an organization that promotes professional development, personal achievements and encourages intellectual growth while contributing the skills and creative solutions towards the advancement of the organization. I am looking forward to work in a progressive environment where I can enhance my skills and potentials to the best.

Work Experience

COLLECTION EXECUTIVE

Etisalat

November 2017 to January 2021

Sharjah UAE Responsibilities:

- Collect payments on past due bills.
- Create a list of people who have not made payments.
- Organize list according to severity of delinquency.
- Locate customers using credit bureau information, background checks, loan documents, and other paperwork or databases.
- Inform clients of overdue accounts and amount currently owed.
- Updates receivables by totaling unpaid invoices.
- Set up repayment plans.
- Resolves collections by examining customer payment plans, payment history, credit line; coordinating contact with collections department.
- Protects organization's value by keeping information confidential.
- Updates job knowledge by participating in educational opportunities.
- Maintains records by microfilming invoices, debits, and credits.
- Follow federal and state laws dealing with debt collection.
- Print reports for management.

CUSTOMER RELATIONSHIP MANAGER

GROUP4 COMPLETE SANITARY AND TILES - Mangalore, Karnataka

January 2017 to August 2017

India.

Responsibilities:

- Develop and implement standards for ensuring customer satisfaction, dependence, and product/service patronage.
- Direct and supervise the activities of customer relationship team to ensure they comply with acceptable standards.
- Utilize CRM tools in monitoring performance, managing pipeline reports and identifying new business opportunities.
- Collaborate with marketing/sales staff to develop personalized approach to product sales and marketing.
- Communicate with clients to identify their requirements and make appropriate adjustments necessary for meeting client needs.
- Establish work objectives and implement strategies effective for realizing set goals.
- Organize campaigns to create product awareness, increase customer base and generate returns.
- Carry out research to discover new techniques for customer relationship management.
- Keep record of all customer information, requirements, and preferences.
- Follow up on customers to ensure they are satisfied with product/service received.

ASSISTANT ACCOUNTS EXECUTIVE

PRAKASH RETAIL PVT LTD - Mangalore, Karnataka

July 2014 to January 2017

India

Responsibilities:

- Assist in delivering presentations to clients
- Issuing bills, receipts and invoices.
- Contribute to team efforts in accomplishing organizational goals.
- Handling customers as a sales assistant and providing them full details of the product.
- Handling end to end sales by convincing the customer about the brand and the product.
- Provide historical records by keeping records on customer inquiries and sales.
- Monitor project progress, timelines and expenses.
- Ensures proper credit terms are on each bill.
- Keep accurate customer records.
- Operates an electronic billing system and works with database software.
- Submit regular status reports
- Communicate and coordinate with internal departments.

Education

B.COM in Commerce

ST. Aloysius Autonomous College - Mangalore, Karnataka

SSLC in Commerce

ST. Aloysius Pre-University College - Mangalore, Karnataka

Skills / IT Skills

- Communication
- Ability to work under pressure
- Decision Making

- Time Management
- Self-Motivation
- Team work Well versed in MS Office (Word & Excel PowerPoint), Tally ERP, & CRM.
- microsoft word, excel , powerpoint and tally .