

keerthanavignesh@gmail.com

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Objective

- Aspiring to carve a niche for myself in an organization of repute where my professional exposure and skills could contribute to achieving the organizational goals and professional aspirations.

Skill Summary

- Four years experience in credit collection.
- Ability to work efficiently as part of team.
- Excellent Communication, motivation, team building skills.
- Excellent follow-up skills and time management skills.
- Ability to interact professionally with all levels of personnel.
- Expert with Windows XP Professional/Vista/2007 and MS office.

Experience

Current Workplace : **HDB Financial Service**
Current Designation : **Senior Tele Caller**
Duration : **OCT 2017-Till Now**
Client Portfolio : **HDFC Bank Credit Card Collection**

Role and Responsibilities

- Interact with the credit card customers and collect their pending dues
- Resolve the customer's queries about credit card transactions.
- Educating customer about online payments.
- Analyzed achieved results and explored out areas of improvement.
- Handling high profile and HNI customers.
- Handling and managing customer escalations.
- Prepare detailed MIS report about paid and non paid accounts on daily basics.

Education

- **BSC**- DG Vaishnava College passed out on 2017, Chennai
- **HSC**- Joseph Girls Hr Sec School passed out on 2012, Chennai
- **SSLC**- Joseph Girls Hr Sec School passed out on 2014 , Chennai

Achievements

- Training attended for "Debt Recovery Agent program" conducted by RBI Completed.

Personal Details

Father's Name : M B Gnana Sekar
Husband's Name : M Vignesh
Date of Birth : 07.09.1995
Sex : Female
Marital Status : Married
Language Known : Tamil, English, Telugu
Nationality : Indian
Hobbies : Reading News Paper, Listening Music
Address : No 91/53 ,Annai Sathiya Nagar ,4Th Street ,Green Ways Road ,Chennai-28

Declaration

• I hereby declare the above given particulars are true to best of my knowledge.

Date:

M G KEERTHANA

Place: