

ABHIMANYU DUA

Client Service Professional – Fintech, Banking & Real Estate

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PROFILE SUMMARY

A dedicated and results-driven client service professional with over 6 years of experience in fintech, banking, and real estate sectors. Skilled in managing client portfolios, enhancing operational efficiency, and providing tailored solutions to ensure customer satisfaction. Expertise in issue resolution, relationship-building, and account management with a strong focus on achieving performance targets. Eager to apply my knowledge and contribute to delivering exceptional client experiences aligned with Chanel's renowned service standards.

EDUCATION

B.A. Management and Marketing of Insurance

College of Vocational Studies, Delhi University

2015 – 2018

Indian Institute of Insurance (III) Level 1 Exam

PROFESSIONAL EXPERIENCE

AMERICAN EXPRESS

Corporate Client Servicing

August 2022 – Present | Delhi, India

- Managed complete client portfolios by improving customer satisfaction through effective management of aging accounts, delinquency, and operational support.
 - Led post-sales business growth by exploring new verticals such as Travel, Corporate Meetings, Corporate Purchases, Virtual Payments, and B2B servicing.
 - Oversaw payments and expenses for clients, ensuring timely payments with minimal delinquencies and providing expense reports to analyze card member spending patterns.
 - Reduced credit losses by assisting clients with strategies to minimize late fees and delinquencies, leading to increased rebates and incentives.
 - Provided corporate card servicing, including cancellations, credit refunds, replacements, reinstatements, and account reconciliations.
 - Collaborated with Business Development teams by sharing program insights, client performance data, and credit loss reports to assist in contract negotiations.
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BETTER MORTGAGE (BMTG Advisors)

Bottom Funnel Specialist – Better Real Estate

2021 – 2022 | Delhi, India

- Managed end-to-end support for real estate agents in high-demand US markets, ensuring smooth property transactions and providing clear guidance to clients and stakeholders.

- Drafted and reviewed legal documentation, ensuring compliance and accuracy in key residential transactions while maintaining transparent communication with buyers and agents.
- Played a key role in pilot projects, providing insightful data analysis and crafting detailed reports for team performance and progress evaluation.

ROYAL BANK OF SCOTLAND

Operational Analyst (Debt Management)

2018 – 2020 | Delhi, India

- Oversaw secured debt accounts under UK regulatory guidelines, proactively managing customer accounts in mortgage lending.
- Issued formal notices and arrears statements in accordance with FCA regulations, ensuring compliance and effective debt management.
- Demonstrated a keen eye for detail in high-volume processes, delivering consistent, accurate, and timely results in a fast-paced financial environment.

CORE COMPETENCIES & SKILLS

Operational Risk Management
Client Relations & Handling
Account & Portfolio Management
Business Development & Expansion
Problem-solving & Time Management

Program & Project Management
Financial Analysis & Credit Control
Contract Management
Collaboration with Stakeholders
Strong Communication & Leadership

ACHIEVEMENTS & TRAININGS

- Received **Spot Ovations** for extending support by processing high volumes.
- Recognized with **R&R Awards** for maintaining exceptional quality and handling bulk volumes.
- Entrepreneurial Development under **Entrepreneur Development Academy (EDA)**.
- Completed training on **RESPA** and various federal acts related to real estate laws in the US.

LANGUAGES

- **English:** Full Professional Proficiency
- **Hindi:** Full Professional Proficiency

INTERESTS

- **Sports:** Badminton (Played national qualifiers from Delhi State)
- **Music:** Playing percussion instruments (Tabla, Dhol, Derbuka, Djembe, and Guitar)