

Anderson Coutinho – Address: WN7 1DH

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Personal Profile

An energetic, ambitious and enthusiastic professional who has prior experience of maintaining existing client relationships and also generating new ones. Possessing commercial awareness and excellent presentation, verbal communication and organizational skills. Having a proven ability to meet and exceed set sales targets (request for proof) as well as the relevant administrative, commercial, sales and personnel work experience required for a successful resource.

Presently looking for rewarding employment with an employer who provides a direct link between efforts made and financial bonuses.

As an efficient and organized individual with valuable administration and sales experience, I am seeking a challenging and varied role in a friendly, team environment. With exceptional communication skills and an approachable manner, I am adept at handling enquiries. Motivated and enthusiastic, I thrive in fast paced environments and have the ability to prioritize my workload to meet strict deadlines. I ensure to work to high standards at all times, both upon my own initiative and as part of a team. I adapt well in all surroundings and learn new skills quickly.

Key Skills / Attributes

- Advanced proficient IT skills (Microsoft Office, Microsoft Outlook, Microsoft Excel, Microsoft teams, Cyber source, Barclays corporate banking service, Sales force).
- Outstanding communication skills and confident telephone manner.
- Smart appearance and professional approach.
- Meticulous attention to detail and ability to prioritize to meet deadlines
- Excellent team player, capable of working independently.
- Great at written and verbal communication skills, and an entrepreneurial, self-motivated attitude.

Employment History

Lowell Portfolio, Financial advisor, Salford, 13/03/2023 - present

As a Debt Collection Specialist, I excel in managing accounts receivable and recovering outstanding debts on behalf of clients. Day to day, I utilize effective communication skills to engage with debtors, negotiate repayment plans, and resolve disputes. I am proficient in analyzing financial data, assessing risk, and implementing appropriate collection strategies

to maximize recovery rates while maintaining compliance with relevant regulations. Additionally, I am skilled in documenting all interactions accurately and professionally, ensuring transparency and accountability throughout the collection process.

- Initiate contact with debtors through phone calls, emails, and letters to negotiate payment arrangements.
- Evaluate debtor financial situations and propose suitable repayment plans based on their ability to pay.
- Utilize skip tracing techniques to locate debtors who have changed contact information.
- Handle incoming calls from debtors regarding their accounts, providing assistance and resolving inquiries.
- Maintain accurate records of all communication and payment arrangements in the debt collection system.
- Collaborate with legal teams when necessary to pursue legal actions for unpaid debts.
- Adhere to all FCA regulations governing debt collection practices, ensuring compliance at all times.
- Continuously monitor delinquent accounts and escalate cases as needed to meet collection targets.
- Provide regular updates to clients on the status of their accounts and the progress of debt recovery efforts.
- Participate in ongoing training and development programs to enhance debt collection skills and stay updated on industry best practices.

ICAEW, Advisor, Central Milton Keynes 13/06/2022 – 10/03/2023

As a representative at ICAEW, I am the primary point of contact for members and clients, delivering exceptional service and support. My responsibilities will include addressing inquiries, providing information about ICAEW's services and offerings, and assisting with membership-related tasks such as registration and renewals. I handle inquiries via phone, email, and in-person interactions, resolving issues promptly and efficiently to ensure a positive experience for all stakeholders. Additionally, I collaborate with internal departments to escalate and resolve complex inquiries and maintain accurate records of interactions in the customer relationship management system.

- Addressing inquiries and providing information about ICAEW's services, membership, qualifications, and events via phone, email, and in-person interactions.
- Assisting members with registration, membership renewals, and navigating the online portal for accessing resources and professional development tools.
- Resolving issues and concerns promptly and effectively, ensuring a positive experience for all stakeholders.
- Processing membership applications, payments, and other administrative tasks accurately and efficiently.
- Collaborating with internal departments to escalate complex inquiries and ensure timely resolution.

- Maintaining up-to-date knowledge of ICAEW's policies, procedures, and offerings to provide accurate and relevant assistance.
- Identifying opportunities to enhance the customer experience and streamline processes, contributing to ongoing improvement initiatives.
- Documenting interactions and maintaining detailed records in the customer relationship management (CRM) system.
- Participating in training sessions and workshops to expand knowledge and skills in customer service best practices and industry-specific topics.
- Upholding ICAEW's reputation for excellence by delivering superior service and professionalism in every interaction.

Policy Expert, Agent Specialist, Milton Keynes 05/01/2022 – 10/06/2022

As a Sales Agent i am responsible for promoting and selling house insurance policies to potential customers. My primary objective is to identify prospects, assess their insurance needs, and recommend suitable coverage options to protect their homes and belongings. I engage with customers through various channels, including phone calls, emails, and face-to-face meetings, to explain policy features, answer questions, and address concerns. My success in the role depend on my ability to build rapport with customers, understand their unique requirements, and effectively communicate the value proposition of our insurance products.

- Listen attentively to customers' needs and concerns, and tailor insurance solutions to meet their specific requirements.
- Explain policy features, coverage options, and benefits clearly and persuasively to potential customers.
- Provide accurate quotes and pricing information based on customers' property details and coverage preferences.
- Assist customers in completing insurance applications and guide them through the underwriting process.
- Follow up with leads and prospects to nurture relationships and address any additional questions or objections.
- Collaborate with colleagues and management to develop sales strategies and achieve individual and team targets.
- Stay updated on industry trends, market conditions, and competitors' offerings to maintain a competitive edge.
- Maintain detailed records of interactions with customers, including follow-up activities and sales progress, in the company's CRM system.
- Participate in training sessions and professional development opportunities to enhance sales skills and product knowledge.
- Provide exceptional customer service throughout the sales process and beyond, ensuring customer satisfaction and retention.

Copart, Accounts Specialist, Bedford 01/02/2021 – 31/12/2021

As an Accounts Specialist i play a key role in managing financial transactions and records related to the auction of vehicles. My primary responsibilities include handling accounts receivable and payable, reconciling financial statements, and ensuring accurate and timely processing of invoices and payments. Additionally, i also collaborate with internal departments to resolve discrepancies, assist with budgeting and forecasting, and support financial reporting requirements.

- Answer telephone enquiries from the Customers, helping them allocate payment from our Barclays cooperative banking service.
- Helping our yards resolve any purchase order enquiries from our members.
- Assist with enquiries from Member Services (Customer service team who are the first point of contact when customers call in)
- Allocate payments received directly into the bank or centrally at head office against Member accounts
- Resolve payment related queries for Members either by telephone, email or letter
- Support Yards for banking adjustments due to errors made within specified guidelines provided
- Co-ordinate with Yards and action authorised refund and compensation requests for Members by cheque, card or electronic transfer

Tri-Star Packaging, Account Manager, London

03/06/2019 - 29/01/2021

IDPP, Cyber and Network security Account Manager, London

19/11/2018 – 06/05/2019

FDM group, IT graduate consultant, London

02/11/2016 – 01/11/18

HGV express, sales consultant, London

09/11/2014-13/09/2015

Greener for life, Administrator (Part time)

27/10/2013-13/09/2014

Education:

IT Level 3 Extended diploma BTEC - Distinction, Barking & Dagenham college 2012 – 2014

IT level 2 BTEC - merit, Epping Forest College 2011-2012

10 GCSE B – C, D. Kingsford community school 2007-2011

Hobbies:

- Gym
- Table tennis
- Festivals
- Reading Sci-fi books
- Comedystand up bars

References Available Upon Request