

Manik Arora

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Career Objective: -

Looking for a challenging and responsible opportunity to enhance my career and want to be a part of a professional organization, to contribute towards the growth of the organization, based on my personal capabilities by learning from the new exposure within the structured framework of the organization.

Educational Qualification: -

Examination	Board/University	
Graduation (B.COM)	University of Delhi(SOL)	UG
Senior secondary (12 th)	Central Board of Secondary Education(CBSE)	
Matriculation(10 th)	Central Board of Secondary Education(CBSE)	

Skills : -

- Highly Proficiency in Spoken and Written English, Hindi and Punjabi.
- Proficiency in Customer Handling over the calls and mails and providing the appropriate resolutions to their queries.
- Convincing people to understand the situation in a polite and mannered way and doing the collections from them and meeting my targets on time.
- To maintain the standard operating procedures, parameters and quality standards of the process perfectly.

- Providing best customer service experience to the customers.
- Converting the calls into payments with best possible resolution to the customers and end the call on a good note.
- Having knowledge of computer (MS-WORD, MS Excel, MS-PPT, Internet surfing)
- Tools handling - Anydesk, Outlook, Zimbra, Qnex, Virtual Dialer livevox, Cash, UAD dialer.

Experience: -

- 1) 1 Year of experience with IQOR India Pvt.Ltd. as a Senior Executive (US Collections in Receivable Management Services) (26th Feb 21 – 4th APR 22)
- 2) 7 Months of experience with IENERGIZER as a Senior executive (US Debt Collection in Credit One bank) (31st March 22- till now)

Personal Strength:-

- Self-motivated & quick learner.
- Believe in Team Work.
- Good listener, Keen learner
- Co-operative with the company norms.
- Focus and work oriented
- Meeting expectations on time
- Able to handle pressure

Personal Profile: -

Date of birth	07-06-1995.
Father's Name	Mr. Rajan Arora
Languages known	English, Hindi and Punjabi
Marital status	Married

MANIK ARORA