



KILLIONRAEY
Collection Officer

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**Professional
Attributes**

- Great Listener
- Understands How To Overcome Objections
- Deal Closer
- Comfortable Communicator
- Creative Problem Solver
- Balances Empathy with Collections
- Competitive
- Obstacles Overcomer

Skills

Communication

★★★★

★★★★

★★★★☆

★★★★

★★★★

Attention

to

★★★★★★

Mathematical

★★★★★★

Evaluation

★★★★★★

Negotiation

★★★★★★

detail

★★★★★★

Experience

STANDARD GROUP PLC - NAIROBI KENYA NOVEMBER 2023

Collection Officer

- Daily going for fieldwork to discuss with the clients on the outstanding debts.
- Updating of the portfolio and Reconciling the cleared accounts.
- Making sure the clients receive the invoice, space orders and statement before payment

Writing the daily, weekly and monthly reports on the debt updates.

EURO EXIM BANK - FREELANCE APRIL 2023-October 2023

TRADE FINANCE EXECUTIVE

- INTRODUCE AND PROMOTE BANKS PRODUCTS TO THE POTENTIAL CUSTOMERS ESPECIALLY IN THE TERRITORY ASSIGNED TO ME
- TO OPEN LINES OF COMMUNICATION FOR OUR BANK TO PROMOTE BUSINESS EXPANSION ESPECIALLY IN THE TERRITORY ASSIGNED TO ME

COMMERCIAL BANK OF QATAR – Qatar, Doha

January 2023 – April 2023

Collection Agent

- Reviewing the company debtor list.

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- Contacting customers and informing them of their overdue bills.
- Advising customers on their payment options and suggesting methods of

UBAPESA CORPORATION LIMITED– Nairobi, Kenya

2018 – 2023

Collection Officer

- Reviewing the company debtor list.
 - Contacting customers and informing them of their overdue bills.
 - Advising customers on their payment options and suggesting methods of payments.
 - Negotiating suitable payment plans.
 - Maintaining customer payment records.
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- Preparing customer financial statements for banks and the state credit department.

METROPOL CORPORATION LIMITED – Nairobi, Kenya

2017 – 2018

Collection Officer

- Writing final notice warnings to customers when payments are not being made.
- Instituting legal action when customers fail to pay their debt.
- Responding to customer queries.
- Contacting lawyers and insurance agencies to facilitate payments.

SOUTH NYANZA SUGAR COMPANY LIMITED – Migori, Kenya

2013– 2017

Collection Officer

- Makes calls to clients
- Negotiate payment schedules
- Advise customers
- Maintain customer files
- Prepare statements
- Write letters
- Answer phone calls

Education

JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY – Nairobi, Kenya

2013

Diploma in Business Administration

Dissertations

Diploma Project

Challenges faced by small scale dairy farmers' performance in Marketing their milk products.

Career Objective Seeking for a collection officer position where my experience and skills could be successfully used for raised productivity through increasing a dynamic team where I could maximize my Customer-service experience in demanding surroundings to accomplish the corporate aims

¹REFERENCES

¹AVAILABLE UPON REQUEST