

## Resume

### Sameer Khan

Phone No: 0562976163 / 065456988

DOB: 05<sup>th</sup> August 1984

Passport Number: S0652100

License: Valid UAE Driving License

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Marital Status: Married



#### Objective:

Seeking a position within an organisation, where professional experience, education and abilities stand as an advantage for personal growth.

#### WORK EXPERIENCE

✚ Job Title: [Team Leader \(Buckets and Recovery Collections\).](#)

✚ Employer name and location: Derby Group LLC (U.A.E Sharjah)

✚ Years of Work: (August 2016 – Currently working)

✚ Description of my responsibilities:

- Lead a 5 member's team which included 4 Tele collectors, and 1 field staff.
- Motivate the team by conducting regular team meetings and also one-to-one meeting to address concerns and issues faced.
- Regularly monitor MIS reports and suggest improvements to existing processes to make the process more efficient.
- To drive the team's performance to achieve gross credit losses in line with assigned targets for the RAK BANK credit cards and loans UAE portfolio.
- To ensure Resolution and cash Target is met before cycle closing for RAK Bank Buckets 1, 2, 3 and 4.
- Train team members on effective customer interaction methods.
- Examine team behaviour and practices to provide constructive feedback and direction.

#### **Achievements:**

- \$ Awarded as a Top collector from **Derby Debt collection** for Quarter 3 (2017).
- \$ Awarded as a Top collector from **Derby Debt collection** for Quarter 1 (2018).
- \$ Awarded as a Top collector from **RAK Bank** for Quarter 3 and Quarter 4 (2017).
- \$ Awarded as a Top collector from **RAK Bank** for Quarter 1 and Quarter 2 (2018).

 **Job Title:** Customer Relation Associate / Team Coach.

 **Employer name and location:** Tech Mahindra Business services ( Malad, Mumbai)

 **Years Of Work:** 02 years 3 months (September 2013 – December 2015)

 **Description of my responsibilities and achievements:**

Responsibilities:

- \* Responsible for Daily/monthly target assigned by the management for OSAT, FCR, and NPS etc...
- \* Providing the best Solution to the Customer depending on their Situation to help Customer get their queries resolved
- \* Taking end to end ownership
- \* Keeping self and team updated with latest briefs & policies.
- \* Handling customers complaints and ensuring the resolution of customer complaints,
- \* Assisting and Assessing Customer Needs and helping them with the best Resolution to clear their billing and technical query with latest smartphones & 3g/4g Network.

**Achievements:**


\$ Awarded as a performer of the month in **May 2014.**

\$ Awarded as a Performer of the month in **March 2015, April 2015, May 2015 and August 2015.**

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 **Job Title:** Senior Customer Relation Associate Level3 Collection Bucket 0-2

 **Employer name and location:** Zenta PVT (Hiranandani Powai, Mumbai).

 **Years Of Work:** 02 years 3months (December 2009- March 2012)

 **Description of my responsibilities and achievements :**

I worked as a **Senior Collection officer** for **Capital One Bank U.S.A**

Job profile includes:

- \* Collection calls to U.S based clients.
- \* Maintained superior quality assurance customer interaction via inbound and outbound calls in both a "dialler" and manual environment.
- \* Understanding the customer's situation, So that they can be given the best resolution.
- \* Overcome objections that customers have about making payments toward their account and help them to understand their account(s) and responsibilities
- \* Took escalated calls from level I and II collectors

**Achievements:**

\$ Awarded as a new star of the quarter 2 (2010).

\$ Awarded as a superstar of the quarter 3 & 4 (2010).

\$ Awarded as a superstar of the quarter 1 & 2 (2011).

**Education:**

 Bachelor's Degree: **B.Sc.** Specialization in **Mathematics** (Mumbai University Year 2006)

 Higher Secondary School: Science (Year 2003)

 Secondary School: (Year 2001)

**Additional Qualification:**

 Diploma in Software Engineering from NIIT institute.

**Language skills:** English, Hindi