

SHAFY RIZWAN KHAN

Call Center Agent (US Collections)

To secure a Call Center Agent position in the BPO in UAE. Had 7 years of experience in customer service, debt collection, contributed to enhanced customer experiences and achievement of organizational objectives. Proven ability to consistently exceed performance targets, resolve customer inquiries efficiently, and build strong customer relationships. Strong communication, problem-solving, and technical skills to excel in a fast-paced banking environment.

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PROFESSIONAL SUMMARY

- Customer-centric professional with over 6 years of experience in call center operations, sales, and customer support, consistently exceeding performance targets and delivering exceptional service.
- Demonstrated expertise in debt collection, resolving customer complaints, and handling escalated issues with a focus on achieving positive outcomes and exceeding client expectations.
- Proven ability to manage high call volumes, resolve inquiries efficiently, and build strong customer relationships in fast-paced environments.
- Strong communication, interpersonal, and problem-solving skills, adept at building rapport, negotiating effectively, and resolving customer concerns with professionalism and empathy.

TECHNICAL SKILLS

MS Office Suite CRM Software Data Entry Telephone Skills Customer Support Systems Salesforce (or other CRM)
Collections Software Payment Processing Reporting & Analytics

WORK EXPERIENCE

Collector Contact center

Provana India Private Limited. (Noida, India.) (Apr 2024 - Oct 2024)

- Managed a portfolio of delinquent accounts, implementing effective collection strategies to recover outstanding debts.
- Conducted comprehensive customer contact via phone and email, negotiating payment arrangements and facilitating settlements within established guidelines.
- Analyzed account histories, identifying root causes of delinquency and developing tailored solutions to mitigate losses and minimize future delinquencies.
- Consistently exceeded monthly collection targets, demonstrating a strong work ethic and commitment to delivering exceptional results.
- Maintained high customer satisfaction ratings, demonstrating a balance of strong negotiation skills and empathy in sensitive financial situations.

Senior Agent

Iqor India Pvt.Ltd. (Noida, India) (Sep 2017 - Aug 2023)

- Managed inbound and outbound calls for a high volume credit card portfolio, resolving customer inquiries, billing disputes, and payment issues efficiently and professionally.
- Utilized strong negotiation and problem-solving skills to establish payment arrangements, facilitate settlements, and minimize account delinquencies.
- Maintained comprehensive account records, ensuring accurate documentation of customer interactions, payment agreements, and collection activities.
- Adhered to all company policies, regulatory guidelines, and industry best practices related to credit card collections and customer communication.

Guest Support Manager

Tech Mahindra (Noida, India) (Nov 2016 - Aug 2017)

Sales Executive

First Gulf Bank , Dubai (Sharjah (UAE)) (Sep 2008 - May 2009)

Junior Officer

GE Money Financial Services Pvt. Ltd. (Mumbai, India) (Jan 2007 - Aug 2008)

EDUCATION

Intermediate (2007 - 2008)

Uttar Pradesh board of Madrasa Education

ACHIEVEMENTS

- -Awarded "Contest Winner" in 2007 at GE Money Financial Services Ltd. for exceeding sales targets and demonstrating exceptional performance in selling personal loans and insurance products.
- -Received the highest number of social media commendations from customers, highlighting a dedication to exceptional service delivery and a positive impact on guest experiences.
- -Recognized for exceptional sales performance, achieving 'Contest Winner' status in 2007 for consistently exceeding targets in personal loan and insurance product sales.

SKILLS

Core Competencies: Customer Relationship Management, Debt Collection & Recovery, Sales & Negotiation, Problem Solving & Escalation Handling, Communication & Interpersonal Skills

Soft Skills: Communication, Interpersonal Skills, Problem Solving, Customer Service, Teamwork, Adaptability, Time Management, Negotiation

LANGUAGES

English, urdu, Hindi