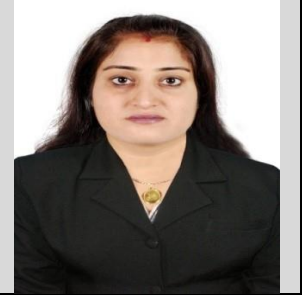


Deepti Bhatia

Collection Control Officer

DUBAI, U.A.E.



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Dubai



[linkedin.com/in/deepti-bhatia-84872593](https://www.linkedin.com/in/deepti-bhatia-84872593)

AREA OF EXPERTISE

Analytical Thinking

Decision Making

Time Management

Teamwork

Communication

Client Relationship

Auditing

Qualification:

Postgraduate in Human

Resource Management in

2009.

PROFESSIONAL SUMMARY

Dedicated and motivated professional As Collection Control Officer with 7 years of Banking Experience. I am passionate about financial terms and determined to work for an organization which provides me the opportunity to improve my skills and knowledge.

PROFESSIONAL EXPERIENCE

Majid Al Futtaim

(NAJM)

Collection Control Officer.

Nov 2016 to 11 Feb 2021.

- Handling **Preemptive (Non - Delinquent) and Restructured Customers** for Payments and Follow up.
- **Conducting CPV** for customers interested in enrolling for Restructuring Plan. Handling the Documents, Setup and transmittal logging in System.
- **Preparation** of Clearance Letter and Liability Letters.
- **Interacting** Customer via Tele communication for the queries and resolving the issues.
- Attending and resolving issues raised by **walk-in-customers.**

LANGUAGES

English

Hindi

Sindhi

IT SKILLS

Outlook Microsoft Office

Advance Excel Power Point

PERSONAL DETAILS

Date of birth : 04/05/1986

Nationality : Indian

Status : Married

Passport No. : P1077506

Visa Status : HUSBAND

SPONSORSHIP.

- Monthly **upload and submission on Central Bank** system of minimum 1200 records to update the customer rating as “EC” (Down grading).
- **Handling Civil Case** documentation process and updating the Status provided via Legal agencies on system accordingly.
- **Call and Email monitoring** for the Collection Staff.
- Tracking of **Counts of SMS** send to Collection Customers on Daily basis.
- Communicating with **Job loss customers**, collecting relevant documents and following up with the Insurance agency for approvals and payout.
- Optimal use of the **Intellect-Collect system** to track the status on the call(s) placed to customers. and to update the outcome of those calls. Capture detailed feedback for accounts worked upon before EOD.
- **Training and guidance to new joiners** in the team and constructive interactions within the team.
- Resolving all collection related complaints and queries raised in CRM by the Contact Center, **within a TAT of 2 working days.**
- **Managing any Adhoc activities assigned.** Thinking out of the box and initiating / adding value to processes and control activities.

Dubai First PJSC (Part of FGB)

Collection Control Officer.

April 2014- Nov 2016.

- Issuance of **Liability and Clearance Letter.**
- Handling of **Security Cheques of Restructured Customers.**
- Presentation of Security Cheques for **filing of Police case against delinquent Customers.**
- Handling Insurance for **Job Loss Customers.**
- Handling **walk-in Customers** in Branch Office.
- Updating **Central Bank System.** Blacklisting and removal.

- **Call monitoring** for the Collection Staff.
- Handling of **Receipt book and Cash Collection** from Customers.

Eaam Technologies- Dubai (Channel partner of Du and Etisalat.

Customer Service / Documentation Controller

July 2013 – April 2014.

- Processing the Documents for the orders received via Sales channels.
- Resolving the Issues after Sales.
- Proactive in Sales- In house.
- Providing weekly sales report to Operation manager