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Priyanka Sethi

Customer Support/Collections
(Voice)

SUMMARY

Overall have experience in calling, and handling clients, at Money Wide Technologies handling clients and customers, new joiners and collect the past due debts from the customers. Moreover, I do have experience, but I know there is a lot to gain and learn about the collections, customer service, and support field. So, I want to improve my skills and knowledge at a good organization, where I can get an attractive package, a good environment, good career growth, and pleasant opportunities. I need a platform where I can share my experience and learn as much as I can from my colleagues and seniors and where I can make myself better. I will prove myself beneficial to the organization.

PROFESSIONAL EXPERIENCE

Customer Support/Collection Specialist (Voice) June 22 - Dec 24 New Delhi.

Money Wide

Money Wide is a technology-based fin-tech agency that provides digital solutions for loans and banking services. various

Responsibilities

- Monitor accounts to identify outstanding debts. Investigate historical data for each debt or bill. Find and contact clients to ask about their overdue payments. Documentation.
- Responding to Customer Inquiries, troubleshooting problems, and providing resolutions.
- Handling Customer complaints, measuring Customer Satisfaction, and Multitasking.

Achievements

- Recognized as a star performer for 3 consecutive months.
- Awarded as the best mentor for 2 months.
- Recognized as a Quality Achiever for 3 consecutive months.

EDUCATION

Ravenshaw University: B.A. (Political Science)

Ravenshaw Junior College (Intermediate)

Raghunath Jew Bidya Pitha School

ADDITIONAL INFORMATION

Languages: English, Hindi and Odia.

KEY SKILLS

- **Trainer**
- Customer Service Specialist.
- Clients Support.
- Leadership Support.
- Cross-functional Coordination
- Sales Growth
- Team Management

CERTIFICATIONS

PDGCA

AWARDS & RECOGNITION

Received the award for the 'Star Performer'

Awarded the 'Escalation Resolution Expert' recognition by the CEO of organization.

Led the team to win 'Great Team Award' for maintaining 99% quality & meeting TAT.

CONFERENCES & PUBLICATIONS

Speaker, 'R&R Conference', Delhi. India.

DECLARATION

I have declare that all the information mentioned above is true to my knowledge and I bear the responsibility for the above mentioned particulars.

Date:

Priyanka Sethi

Place: