

Kajal Gaikwad

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TEAM LEADER

Seasoned collections specialist excited to take a new role with long term growth and advancement potential. Dynamic problems solve over with first - rate skills in building relationships and resolving problems. Offering 4 years for collection and service positions.

HIGHLIGHTS

Skip Tracing	Team Collaboration	Effective negotiator
Customer research	Performance improvement	Customer relation
Cash flow and financial analysis	techniques.	Advance excel
	Scripted conversations	

PROFESSIONAL EXPERIENCE

Ariyog Analytic Solution Pvt Ltd, Vashi, New Mumbai

Jan 2024 - Sept 2024

Team Leader

Reasoned with customers and attempted to negotiate full balance payments, Process payments, Use excel to filter, sort and record data., Advised debtors on payment options and set up payment plans., Worked hands on with service members and educated in service members civil Relief Act., Recorded information about customers financial status and collection status efforts., Reminded claim, stayed professional and provided exceptional service on calls even when interacting with difficult individuals.

Kissht Finance, Ghansoli, New Mumbai

Aug 2021 - Dec 2023

Team Leader

Insure the unit archives goals established for the department., Plan, Direct, Evolute and supervise work flow., Track and coach team member performnce., May collect high risk, seriously delinquent or loans requiring special attention., Assist in supervisor in completing monthly evaluatins development plan for collectors., May assist in scheduling and coordinating team activities.

EDUCATION & CERTIFICATIONS

Bachelor of Law : Appear

Rajeshri Shahu Law collage, Vikhroli

HSC passed (Commerce)

Mulund college of commerce

HOBBIES

Playing Chess

Reading Books

Listening Songs