Jithin M M
6238839516
jithinmm2255@gmail.com

OBJECTIVE

Dedicated Collections Officer with 3 years of experience in managing delinquent accounts and enhancing recovery efforts. Skilled in negotiating payment arrangements and resolving customer disputes effectively. Proven ability to maintain accurate records and provide exceptional service, ensuring compliance with regulations. Committed to optimizing collections processes while fostering positive customer relationships.

SKILLS

Adaptability and Quick learning Exceptional customer service Effective communication skills Administrative skills

EXPERIENCE

1-01-2018 - 31-12-2019 **ADITHYA AGENCY**

COLLECTION EXECUTIVE

1)Lead collections efforts by managing and resolving delinquent accounts effectively.

2)Develop strong relationships with customers to negotiate payment terms and solutions.

3)Monitor account status and maintain accurate records of all communications.

4)Analyze financial data to identify trends and improve collection strategies.

1-11-2023 - 31-11-2025 **MALANKARA CREDIT SOCIETY LTD**

SENIOR CREDIT COLLECTION & RECOVERY OFFICER

contacting individuals and businesses to recover overdue payments, acting as a mediator to negotiate feasible payment plans while ensuring compliance with debt collection laws, and maintaining detailed records of all interactions

EDUCATION

Degree / Course	University / Board	Percentage / CGPA	Year of passing
S.S.L.C	Kerala agriculture University		2012
B.A HISTORY	Kairali vidya peedam		2016-2019
DIPLOMA IN AYURVEDA	VIAMS		2021

ADDITIONAL PERSONAL INFO

Address: MALAMBADATH HOUSE MADAKKATHARA P.O MADAKKATHARA PIN:680651

Languages	Malayalam,English,Tamil
Date of Birth	19-04-1996
Marital status	Single
Nationality	Indian
Religion	Hindu
Gender	Male