

RESUME

CHANNANATHIL HOUSE
K. R. BALACHANDRAN-RD
THIRUVAMKULAM-P. O
ERANAKULAM-DIST
KERALA-682305
8129280066

SHILPA JIBIN

OBJECTIVE

"SEEKING A POSITION TO UTILIZE MY SKILLS AND ABILITIES IN AN ORGANISATION THAT OFFERS A CHALLENGING ENVIRONMENT TO UTILIZE MY EXPERIENCE AND AT THE SAME TIME CONTRIBUTE TO THE GROWTH OF THE ORGANISATION"

WORK EXPERIENCE

ABAD FISHERIES P Ltd AS OPERATION EXECUTIVE (JAN 2020 – OCT-2020)

Key Responsibilities:

- Coordination with sales & Accounts team.
- Customer coordination & payment follow-up.
- Verification of sales executive claims & travelling expense
- Daily MIS handling & reporting to the operation manager.
- Supporting operation team for day to day activities.

MAX VALUE CREDITS & INVESTMENT P vt Ltd AS COLLECTION COORDINATOR (MAY 2018 – JAN-2020)

Key Responsibilities:

- Allocate the cases to the telecallers for monthly EMI Collection.
- Allocate the cases to the field executives for pick-up the same.
- Daily MIS handling & reporting the resolution to collection manager.
- Ensuring NEFT payment posting on time through backend

MAGMA FINCORP LTD AS TELE COLLECTION COORDINATOR
(OCT 2012- FEB 2014) & (JUN-2015-APR-2018)

Key Responsibilities:

- Tele-calling for 0 to 60 Bkt Customers for monthly EMI Collection.
- Allocate the cases to the field executives for pick-up the same.
- Ensuring NEFT payment posting on time through backend
- Daily MIS handling & providing backend Support

HDFC BANK (HBL), AS TEAM LEADER FOR CLCM SALES CHANNEL COCHIN
(SEP 2010 - OCTO 2012)

Key Responsibilities:

- Handling a team of 13 tele-callers and 4 executives
- Training and motivating the team to target achievement
- Back calling to the customers to ensure quality of the channel
- Acting as back office support function for channel.

ICICI BANK, AS TELE COLLECTION EXE, CREDIT CARD COCHIN
(JAN 2009- AUG 2010)

Key Responsibilities:

- Calling current (fresh) customers to remind their due dates & to take a Commitment from them to pay the same before the due date .
- Allocate the cases to the field executives for pick-up the same.
- Daily MIS handling & providing backend Support

PERSONAL PROFILE

NAME : SHILPA JIBIN
SEX : FEMALE
AGE & DOB : 35 YRS, 01 JUNE 1986
MARITAL STATUS : MARRIED
NATIONALITY : INDIAN
RELIGION AND CAST : CHRISTIAN - JACOBITE
HUSBAND'S NAME : JIBIN JO BABU
PERMANENT ADDRESS : CHANNANATHIL (H)
K.R.BALACHANDRAN-ROAD
THIRUVAMKULAM-P.O
ERNAKULAM-DIST
KERALA-682305
PHONE : 08129280066, 7994492221
LANGUAGES KNOWN : ENGLISH, MALAYALAM & HINDI

EDUCATIONAL PROFILE

B.Sc - BOTANY (2003-2006)

UNIVERSITY : MAHATMA GANDHI UNIVERSITY, KOTTAYAM
INSTITUTION : BARATA MATA COLLEGE, THRIKKAKARA

V.H.S.E - MEDICAL LABORATORY TECHNICIAN (2001-2003)

BOARD : BOARD OF V.H.S.E, THIRUVANANTHAPURAM
INSTITUTION : S.D.P.Y, PALLURUTHY

ADDITIONAL QUALIFICATION

COMPUTER KNOWLEDGE : MS OFFICE 2000 (MS WORD, MS EXCEL & MS POWERPOINT)

DECLARATION

I hereby declare that all the above mentioned facts are true to the best of my knowledge and belief.

Place: Thiruvankulam

Date : 27-01--2022

Yours faithfully

SHILPA JIBIN