

Oyange Joseph

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Airport Road, Mombasa

Debt Collector

Language Translator

I am a motivated Debt Collector with 2 years of experience in client relations and case investigations. I provide reliable solutions to financial disputes through quick, efficient, and procedure complaint service. I possess additional expertise in case negotiation and solutions management.

Education Background

Diploma in Mass Communication

Technical University of Mombasa

Nov 2017

Computer Proficiency

MS Word	Excellent
MS Excel	Excellent
MS PowerPoint	Excellent
MS Access	Excellent
Internet Applications	Excellent

Skills and Competencies

- Client relations
- Impeccable written and verbal communication skills.
- Commendable problem solving skills
- Adept at updating company and customer accounts
- Coordinating payment plans
- Collaboration and Negotiation Skills
- Customer relations
- Tolerant, patient, and empathetic
- Good time management

Professional Values

- Tolerant and patient
- Strong diverse cultural understanding.
- A caring and approachable nature.
- Ability to manage multiple tasks, priorities and deadlines
- Ability to work in a structured environment as a team player independently without supervision
- Honesty, Integrity and Accountability
- Strong commitment to work ethics and integrity.

Language Proficiency

English

Reading, Writing and Speaking

Swahili

Reading, Writing and Speaking

Work Experience

Freelance Article Writing/English-Swahili Translator October 2021 to date

- Handling both general and technical translations.
- Translate content within documents, web pages, and software
- Work with a wide range of media and translation software
- Resolve issues associated with translation, localization, and culture
- Implement feedback and changes whenever possible
- Research and write articles for different clients

Debt Collector; Watu Africa, Mombasa Oct 2020 - Current

- Monitored overdue accounts to track new payments and document continued issues.
- Used persuasive communication skills to get payments from customers and bring credit accounts, claims balances, and loans current.
- Notified customers of payment obligations via telephone calls and text messages.
- Established repayment schedules that worked with the customer's financial situation.
- Recorded information about the financial status of customers and the status of collection efforts.

Insurance Agent; Apollo Insurance, Mombasa Jul 2020 - Sep 2020

- Liaised with customers and underwriters to process and issue new policies.
- Received binder coverage by contacting underwriters and submitting necessary forms.
- Sold various insurance products to customers based on risk tolerance.

Referees

Anderson Tsuma
Collections Manager;
Watu Africa
0790993133

Abygel Anita
Collections Supervisor;
Watu Africa
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Collections Supervisor;
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