

Process Developer

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About the job

Process Developer-BFS041425

Genpact (NYSE: G) is a global professional services and solutions firm delivering outcomes that shape the future. Our 125,000+ people across 30+ countries are driven by our innate curiosity, entrepreneurial agility, and desire to create lasting value for clients. Powered by our purpose - the relentless pursuit of a world that works better for people - we serve and transform leading enterprises, including the Fortune Global 500, with our deep business and industry knowledge, digital operations services, and expertise in data, technology, and AI.

Responsibilities

- Collect the delinquent amount from the customer over the phone or take promises from them on making the payment
- Make collection calls to the customers, emailing/faxing invoices or getting hard copies mailed-out to customers as per their requests also Reconcile orders to match customer books, including validating credits or debits and sending them to customer for collection or refund and Follow up on customer/internal disputes, customer questions and working between departments to get a resolution
- Inbound & outbound calling
- Provide payment plans basis customer requirement

Minimum Qualifications

Qualifications we seek in you

- Graduate (in any stream)
- Relevant experience

- Excellent Communication Skills (verbal and written)

Preferred Qualifications

- Good customer handling skills
- High Energy level