Internship report

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# Overview

## Company overview

NCS MENA is a debt collection company. It consists of different departments, for example:- The Stc department, Batelco department, legal department, sales, hr, etc.

The company’s working hours are from 9 am-5pm with only one weekend day. The company offers parking coins for employees. Moreover the company has many rules such as no transferring between departments and full confidentiality between employees and customers

## Company overview

I worked mainly in the stc department at the beginning of my internship period, that entailed working around stc telecom customer bills - reminders and inquiries support. However, currently I’ve been transferred to a new department dealing with corporate customers.

# Duties

## Tasks

My tasks revolve around customers’ debt. I had to call customers that had overdue bills and remind them to pay the previous. If customers are facing problems paying, I transfer them to another department for more support. Additionally, in case the task was performed and customers were still unresponsive, they would receive reminder alerts on whatsapp messaging app and mobile texts.

Secondly, one of my tasks is to find customers’ information in case they weren’t available on the CRM (customer relationship management) software. Lastly, I had to retrieve contact information of companies of interest, contact them, and inform them of ncs mena’s services - if they are interested, I can schedule a meeting with them and the onboarding department.

## Meetings

So far I attended one meeting organized by my supervisor. Topics discussed - company history, rules, and regulationsRESULTS

# Problems and solutions

## Problems faced

Firstly, I faced a problem having to deal with customers that don’t speak any English or Arabic. Secondly, I faced an issue with the dress code at the company - as it was very strict. Finally, I faced some difficulties at first, as I had a big load of work as a beginner in this job.

## Solutions

I believe the company should hire more employees that are proficient in more languages than Arabic and English to be able to cater to a larger audience. On the other hand, they should start interns with smaller tasks and increase the scope once the interns are comfortable.

# Impressions

Thus far I have a great impression of the company due to their long history in servicing different categories of customers in different diverse departments and handling that very well. I found my coworkers very knowledgeable and hard-working.