

Ibrahim Mohamed Ata

Financial Operations Team Leader

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PROFILE

As a seasoned Financial Operations Team Leader with over four years of experience at _VOIS, I lead the Real-Estate Site Rentals - Spain team, where my primary focus is on driving operational excellence, stabilizing processes, and enhancing KPIs across all areas. My efforts have been instrumental in transforming challenging and high-backlog phases into streamlined, high-performing operations, with KPIs reaching a remarkable 99% stability across metrics and consistently achieving top performance across locations.

In my role, I've leveraged my expertise in financial accounting, controls, and REX tools and systems to implement effective solutions, ensuring efficient resource allocation and alignment with organizational goals. A crucial aspect of my leadership involved optimizing ROI for key functions, resulting in improved financial visibility and robust control over Spain's real estate capital. I am committed to fostering a collaborative and results-driven team culture, enabling us to consistently exceed expectations and set new benchmarks in performance and reliability.

PROFESSIONAL EXPERIENCE

Financial Operations Team Leader

06/2022 – present

_VOIS

- Managed daily operations, ensuring smooth workflow and timely completion of tasks.
- Coordinated team schedules, ensuring optimal staffing levels were maintained at all times.
- Implemented quality assurance measures that led to improved product consistency.
- Streamlined workflows for increased efficiency by identifying redundancies and implementing lean principles where appropriate.
- Enhanced team productivity through regular performance evaluations and targeted coaching sessions.
- Collaborated with other departments on cross-functional initiatives aimed at enhancing overall business performance.
- Leveraged my expertise in financial accounting, controls, and REX tools and systems to implement effective solutions, ensuring efficient resource allocation and alignment with organizational goals.
- Involved optimizing ROI for key functions, resulting in improved financial visibility and robust control over Spain's real estate capital.

Financial Operations Analyst

05/2020 – 05/2022

_VOIS

- Enhanced financial reporting accuracy by streamlining data collection and analysis processes.
- Streamlined monthly and annually financial close processes, reducing time spent on reconciliations and report generation.
- Drove successful audit outcomes by efficiently preparing required documents and responding to auditor queries.
- Over achieved all monthly KPIs and maintained a high level of data quality.
- Promoted a culture of continuous improvement within the financial operations team, actively seeking out ways to optimize processes and enhance overall productivity.

Spain Web-Chat Customer Support Representative.

12/2018 – 05/2020

VIS

- Maintained comprehensive knowledge of products and services, ensuring accurate information was provided to customers.
- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.

Customer Support Specialist

05/2017 – 10/2017

Concentrix

- Provided timely assistance to customers via phone, email, and live chat channels, ensuring a high level of professionalism at all times.
- Managed a high volume of inbound calls while maintaining excellent call quality standards and adhering to established procedures.

SKILLS

Financial Operations and Control	<div><div></div></div>	IFRS16 and SOX Controls	<div><div></div></div>
BSR	<div><div></div></div>	Financial software proficiency (SAP-REFX)	<div><div></div></div>
Accounting expertise	<div><div></div></div>	Financial auditing	<div><div></div></div>
Team management	<div><div></div></div>	Operations management	<div><div></div></div>
Performance management	<div><div></div></div>	Team collaboration	<div><div></div></div>

LANGUAGES

Arabic	<div><div></div></div>	English	<div><div></div></div>
Spanish	<div><div></div></div>		

AWARDS

Promoted as Financial Operations Team Leader _VOIS-CFSL	06/2022
Awarded with FOC Core excellence certificate Financial Operation and Controls VF Group	05/2023
Top Talent Award _VOIS - Spain RE	06/2021
Top Performer Award _VOIS - Spain RE	06/2020
Top Quality Employee VIS - Quality Control Team	11/2019
Top Quality Employee VIS - Quality Control Team	08/2019

SOFTWARE AND TECH SKILLS

Microsoft 365 Apps (Excel, PPT, Word, OneDrive, OneNote, Outlook, Teams) — Proficient	Microsoft Power Platforms (Power Apps, Power Automate, Power BI) — Competent
SAP-REFX — Expert	Programing Languages, Basics (Python, C++) — Competent
Programing Tools (VS code, GIT, GitHub, Visual Studio Code) — Competent	Front-end programing languages (HTML, CSS-SASS) — Competent
Other Systems and tools (Amadeus, SMART, REMDY, CITRIX) — Proficient	