



Mustapha Toughrani

Credit Controller

French professional with higher education in Law and Business having a strong expertise in customer relationship management, accounting and ERP software.
Seeking a position with an organization that desires a result-driven team player with effective communication and leadership skills.

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The Hague
(Netherlands)

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Work experience

ELSEVIER

Credit controller

Amsterdam (Netherlands)

May 2016 - February 2019

- Proactive account manager combining financial management skills with the ability to engage and negotiate with governmental entities, private and public institutions as well as multinationals to achieve payment commitments
- Defining high-level collection strategy with upper management according to customer revenue and segmentation
- Key role in transferring AR activities from Paris to Amsterdam and standardizing the country specific process
- Subject Matter Expert with strong expertise in BI tools, created efficient, automated and cost-saving solutions to boost AR performances, implemented dashboards and reports giving meaningful insight on credit exposure

EXPEDIA

Credit collector

Amsterdam (Netherlands)

December 2014 - May 2016

- Reducing DSO and significantly improving the aging balance with a focus on increasing the number of accounts paying by direct debit and retaining positive relationship with lodging partners and Sales teams
- Consolidating aging reports, developing and maintaining performance data to help the team to meet collection goals
- Worked on a project to integrate Docusign into Salesforce for processing direct debit mandates automatically

AIRFRANCE- KLM

Customer care representative B2C and B2T

Amsterdam (Netherlands)

May 2011 - December 2014

- Continuously exceeding sales target with the ability to price complex itinerary using Amadeus advanced commands
- Supporting travel agency sales by resolving GDS synchronization, fare calculation requests, ticketing issue and helping travel counselors to navigate on their dedicated website
- Participated in Lean 6 Sigma workshops to improve the organizational call-centre structure with the set-up of dedicated teams specializing by language and airline

TOMTOM

Customer care representative B2C and B2T

Amsterdam (Netherlands)

August 2010 - April 2011

- Providing technical support to customers and retailer with a proficiency on brand products and technology
- Resolving complaints with a customer satisfaction rating above 75% and analyzing feed-back to improve services

Education

2000: ESG PARIS

Business School studies

1999: UNIVERSITE PARIS 8

Associate degree in Law

1996: HIGH SCHOOL

Degree in Social and Economic Sciences

Certificates

2014: Lean 6 Sigma

Completion of introduction training

2012: Dutch cursus A1

Volksuniversiteit of Den Haag

Languages

French	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
English	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Arabic	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Dutch	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>

Computer

Excel	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Oracle r12	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Salesforce	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Business Objects	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Tableau	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
SQL	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>