



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
- Mentoring local and remote controller teams with my all-round knowledge of business processes and leading the transformation of the Credit Risk and Collection department in close cooperation with stakeholders
- 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 improving the ageing balance significantly with a focus on increasing the number of accounts that pay by direct debit and retaining positive relationship with lodging partners and Sales teams
- Consolidating month-end reports and delivering ad-hoc information requested by other departments and teams
- Piloted a project to integrate Docusign into Salesforce and automate the processing of direct debit mandates

AIRFRANCE- KLM

Customer care representative B2C and B2T

Amsterdam (Netherlands)

May 2011 - December 2014

- Continuously exceeding sales target by maximizing the conversion of quotes into ticketed flight reservations
- Assisting travel agents and other airlines with resolving Administrative Debit Memo, fare calculation, rebooking, check-in and special service requests
- Participated in Lean 6 Sigma workshops to improve 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 with proficiency on brand products and technology
- Resolving complaints with a customer satisfaction rating above 75%

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>