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Professional Summary:

Seeking a challenging career within a healthy atmosphere, a job that offers room for extensive learning, professional development upon performance.

Work Experience:

1. Sr. Collection & Recovery officer (Hadafe Al-Khaleej Debt Collection UAE "TAHSEEL" (March 2019- July 2020)

Job responsibilities and achievements include: -

- To follow up and collect on all overdue, delinquent portfolio.
- Negotiate with customer for settlement to bring them out with bank need.
- Meet targets set on flow and delinquency rates.
- Act on Collection Reports initiated by Supervisor after his review and comments.
- Ensure all field collection & visits are coordinated properly.
- Identify un-contactable/skip customers and redirect these for filed visits.
- Follow-up with employers for employee status, delay or no salary transfer/ESOB and follow
- Send collection standard letters /SMS/Emails to un-contactable customers.
- Manage staff accounts in their absence and provide good productivity.
- Strong in handle – hard calls & collected from overseas customers.
- Provide team leader / assistant manager with feedback on: Market Information and Acceptance criteria; as well as any other important



2. Collection Officer at (Hadafe Al-Khaleej Debt Collection UAE (Dec 2017 Till Mar 2019)

Job responsibilities and achievements include: -

- Handle ADIB portfolio cover card, personal loans (Morabnah)..
- Handle cases that customer no longer contacted with the bank for long times.
- Collect monthly payments from regular customers.
- Tracing all customers and found more information's.
- Follow customer end of services

3. junior Accountant at AL-Alimi Trading Group (July 2016 – May 2017)

Job responsibilities and achievements include: -

- Prepares asset, liability, and capital account entries by compiling and analyzing account information.
- Documents financial transactions by entering account information.
- Prepare and issue suppliers payments & collect and follow client's funds in addition to all banks transactions such as deposit & withdraw & transfer between banks.
- Summarizes current financial status by collecting information; preparing balance sheet, profit and loss statement, and other reports.

Language:

- **Arabic:** Mother Language

- **English:** good command of both written and spoken.

Education:

- Bachelor of Commerce Accounting Division 2016

Computer SKILLS:

- Microsoft windows XP, Microsoft windows 8.1, Microsoft windows 7.
- Microsoft Office Package (Word, Excel, Outlook, Power Point)
- Internet applications & Social Media Platforms.

Personal Information:

- **Nationality:** Egyptian
- **Date of birth:** 12/05/1993
- **Military Status:** Exempted
- **Current visa :** Visit visa

REFERENCES: Available upon request