



NAME : AHMED NASR

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License :UAE Driving License.

SUMMARY

- ✓ B.Sc.in Tourism and Hotel Management , 4 years in banking different sections.
- ✓ All Experience is through diversity and multicultural working environments , quick adapted to changes , inspiring other, cutomers oriented, problems solver,enjoying challenges, leadership Skills, motivated by career development and career growth
- ✓ Analytic Approach , revenue driven , targets mindset, strategic thinking and stability in decision making based on the maximum consideration, conducting flexible strategies considering dynamic and high profitable competitive environment ,

OBJECTIVE

- Seeking a challenging position where my theoretical and practical experience could be developed and enhanced in a prestigious organization.
- Seeking a job at a reputable company where my background and experience can be well utilized

EDUCATION

2013-2017	University	Cairo, Egypt
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- **Faculty of Tourism and Hotel Management** (English)·
- Grade: pass

SKILLS

Profile & Skills:

- I have good communication skills Arabic and English
- Supportive Team Member.
- Leadership and Management Skills
- Willing to undertake responsibility, highly adjustable and can work comfortably with a wide range of people.
- Ability to work Flexibly under pressure & hard working
- Understanding of Commitment to Internal Controls
- Listen to subtle communications & convert them into active resolution.
- Smart & Active & creative

- Collections & Recovery Financial Reporting.
- Retail Credit & Risk Management.

Computer Skills:

- Proficient in using & teaching all versions of Windows (98- 2000-XP-Vista) & MS Office Applications (word, excel,power point, outlook)
- Internet Application: Excellent Internet Skills (Browsing, Searching, E-mailing)

Language Skills:

- Native language Arabic
- Good command of both written and spoken English

EXPERIENCE

Collection Officer At Tahseel - Hadaf AL Khaleej Debt Collection

AUGUST 2017 JUNE 2021 (4 YEAR 1 MONTHS)

- Handel Rak bank , Dunia Finance , Mashreq bank write off portfolio (UAE)
- Ability to remain calm and collected
- Provides excellent monitoring of collections staff
- Ensures staff meets or beats daily collections goals
- Trains collections staff and performs call audits
- Able to work flexible hours including evenings and weekends
- Coordinates collection activity to work toward goals
- Collect payments on past due bills.
- Create a list of people who have not made payments.
- Organize list according to severity of delinquency.
- Locate customers using credit bureau information, background checks, loan documents, and other paperwork or databases.
- Call customers using telephone.
- Utilize computer systems to handle skip tracing.
- Inform clients of overdue accounts and amount currently owed.
- Attempt to collect payment.
- Review terms of sale or loan documents.
- Ensure all customer information is correct, including phone numbers and addresses.
- Listen to customer's story and determine if debt can be collected.
- Set up repayment plans and new terms of sale.
- Offer advice or refer customers to debt counselors.
- Record new commitment to repay debt.
- Send statements of delinquencies to credit bureau.
- Initiate repossession proceedings or hand over account to law practice that specializes in debt collection.
- Purge records if debt has been satisfied.
- Report satisfied debts to credit bureaus.
- Follow federal and state laws dealing with debt collection.
- Print reports for management.
- Purge records from deceased people.

Marketing Executive At Vision Plus International

July 2015 June 2017 (2 year)

- Contacting potential clients to establish rapport and arrange meetings.
- Planning and overseeing new marketing initiatives.
- Researching organizations and individuals to and new opportunities.
- Increasing the value of current customers while attracting new ones.
- Finding and developing new markets and improving sales.
- Attending conferences, meetings, and industry events.
- Developing quotes and proposals for clients.
- Developing goals for the development team and business growth and ensuring they are met.
- Training personnel and helping team members develop their skills.
- Sending daily and weekly reports.

Customer Service Vodafone

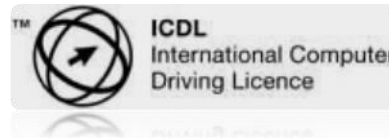
January 2014 – June 2015 (1 year 6 months)

- Provide Vodafone Egypt High customers with all required information related to the company products and services with delighting them with a superior customer service.
- Providing guidance in areas of professional matters as requested or needed.
- Prioritizing and achieving multiple tasks, establishing and meeting deadlines.
- Follow up all customers related issues and provide timely feedback to Vodafone Egypt High Customers.
- Adhere to Customer Operations Department policies and procedures.
- Provide customers with superior recommendations and actions, and be a driver for customer's satisfaction and Loyalty.
- Perform standardized activities and tasks efficiently and effectively.
- Pro-actively reinforce Vodafone's customer care proposition during all contacts.
- Handle and retain all the customers' complaints .
- Handle all USB and mobile internet basic trouble shooting related issues.
- Supporting corporate queue by handling SME authorized and end-users inquires.

- Supporting collection queue by handling collections inquiries and bills explanation.
- Explore the required negotiation skills for making payments' deals when needed.
- Create a smooth communication channel with different departments to resolve customer problems and requests when needed in a highly professional manner.
- Applicable directly coordinate with customers to assist them with any questions or issues arising from their use of Vodafone's business solutions and hardware.
- Implement high quality standards of Customer.

Courses & Certificates

- Microsoft Training Mobility Initiative" Orascom Training &Technology"
 - Programming with C #. & Visual Studio . net 2008 &Microsoft SQL Server 2014 Database
 - Developing Managed Application For Microsoft Windows Mobile 6
- Digital Marketing IMC Gate **2013**
- I got my License (ICDL) Certification 2015
- English Course . level 10



PERSONAL INFORMATION

Date of Birth : 06/02/1995
 Marital Status : Singl
 Gender : male
 Relegation : Muslim
 Nationality : Egyptian

