

CURRICULUM VITAE

SAGID SATTI ISMAIL

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PERSONAL PROFILE

- Date of Birth : December 13th, 1989
- Civil Status : Married
- Gender : Male
- Nationality : Sudanese
- Visa Status : Employment Visa
- Language : English, Arabic (Native)

CAREER OBJECTIVE

An enthusiastic, natural rapport builder who has the passion for customer service and he can create innovative solutions to keep customers committed to your brand and coming back for more. Besides, extensive helping through the customer service solutions, never closing an interaction until satisfaction is achieved.

PROFESSIONAL EXPERIENCE

Job Title: Senior Collections Analyst,

From Sep 2015 – Current

Emirates NBD, Dubai, UAE



- Handling cards PILS, Auto loan and fleet
- Collecting due payments through follow-up with customers via phone and email and meetings
- Tracing un-contacted customers through checking file copies and making international calls
- Follow-up with account management and branches to get authorization for debiting VIP customer's bank account
- Negotiated with account holders to devise repayment plans and minimize collections receivables.
- Managed delinquency cycle, including past due collection calls, skip tracing, outside collections agency coordination and litigation activities.
- Used skip tracing and other techniques to locate debtors.
- Worked in call centre environment handling manual and automatically dialled outbound calls.
- Used scripted conversation prompts to convey current account information and obtain payments.

Customer Service Representative,

Oct 2014 – July 2015

Home Centre, Dubai, UAE



- Responsible for the sale of financial products to achieve monthly targets
- Build relationships with new high value clients for ensuring business relation growth
- Deliver quality services to the clients for achieving a high customer satisfaction index

Traffic Controller, 11/2013 - 10/2014



UNITED NATIONS

Maks Aviation Services (UN) , Khartoum , Sudan

- Carefully monitored movement of ground traffic such as baggage vehicles.
- Provided pilots with instructions for safe landings and takeoffs at airport averaging flights per day.
- Utilised communications systems to direct movement of pilots and ground personnel.
- Reviewed requests for activities impacting National Air Space (NAS) and Special Use Airspace (SUA) management.
- Notified airport response personnel to be ready when emergency situations presented.
- Delivered weather updates to pilots to determine if necessary to divert aircraft to different airports.
- Communicated instructions to pilots through clear delivery and enunciation.

EDUCATIONAL QUALIFICATION

- **Diploma in Telecommunications Engineering Sudan University of Science and technology , Khartoum , Sudan, 08/2010**

COURSES AND TRAININGS

- Traffic Controller (El Magal Aviation) Khartoum, Sudan
- Dangerous good (Egypt Air) Khartoum, Sudan
- Speeding typing (Taneeth)Dubai, UAE
- Group fraud awareness and prevention (Tanfeeth) Dubai, UAE
- Islamic Banking Awareness (Tanfeeth) Dubai, UAE

SKILLS & STRENGTHS

- Leadership skills.
- Work in team.
- Good communication skills.
- Negotiation and Conflict Resolution.
- Political Awareness.

REFERENCE:

Can be provided upon request

DECLARATION

I declare that the information provided above is true and correct to the best of my knowledge