

**MR. Ahmed Youssed Awad**  
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## **CAREER OBJECTIVE**

To work for a large organization in a challenging environment, to explore my Creative and Professional abilities in a dynamic organization, that offers opportunities for personal contribution and professional growth.

## **PROFESSIONAL SUMMARY**

Accountant familiar with regulations, best practices, and success strategies. Excellent communication, decision-making and planning abilities. Customer-centered banking professional with diverse financial service career in institutional business development and project management.

Accounts Payable Clerk known for excellent accountmanagement and time management skills.

Expert in [MS Office] use and ledger verification with great customer servicesskills. Meticulous and enterprising worker dedicated to excellence

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## **Organization: Creditors Management Solutions – CMS – Recovery Officer (From – 1<sup>st</sup> April 2021 to 27th October 2023) United Arab Emirates**

**Department : ENBD Bank / ADIB BANK / DEEM FINANCE**

### **Job Description:**

- Initiate contact with customers who have overdue payments on their loans, credit cards, or other financial products.
- Explain to customers their repayment options, including setting up payment plans and negotiating settlements
- Maintain accurate records of all interactions with customers, including notes on discussions, agreements, and promised payment dates.
- Ensure that all collection activities adhere to legal and regulatory requirements, as well as internal bank policies and procedures
- Successfully increasing the amount of delinquent debt recovered through effective negotiation and follow-up
- Opening commercial bidding envelopes andreviewing prices
- Communicate with suppliers to check billing payments
- Preparing accounting systems and processes to close the balance sheet
- Collecting daily sales invoices and register accounts data
- Prepare the necessary financial reports at the end of each month.
- Monitor daily cash collections and adjustments cases

**Department : GYMNASIUM / DU TELECOM**

### **Job Description:**

- Making outbound calls to debtors. Reducing the outstanding debt owed to a company.
- Maintaining up-to-date customer contact information in the collections systems.
- Utilize various means of skip tracing to locate customers.
- Responding to telephone inquiries using standard scripts and procedures.
- Reviewing the arrears of clients. Negotiating settlement with clients.
- Successfully maintained the balance of ensuring timely payment.
- Contacting debtors by telephone to enact and negotiate debt recovery.
- Gaining a clear understanding of customer's requirements on various related membership
- Advising on forthcoming membership and special promotion,

**EDUCATION:**

- ❖ Done Bachelor of Commerce (B.Com) From July 2019
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**TECHNICAL SKILLS:**

- ❖ Microsoft Word, Excel , PowerPoint, Adobe flash
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**PERSONAL PARTICULARS**

Date of Birth	:	02/02/1998
Military Status	:	Completed
Marital Status	:	Single
Languages known	:	Arabic/ English

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**DECLARATION:**

I consider myself familiar with all above mentioned. I declare that the information furnished above is true to the best of my knowledge.

(Note: Qualification & Experience certificates & references available on request.)

**Mr. Ahmed Youssef Awad Tawhed**