

# Anthony Caine

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## Profile

I am a passionate and confident individual who relishes new challenges and opportunities, both individually and as part of a team. Having enjoyed my time working both in the UK and Middle East, I feel I have not only exceeded expectations but have inputted strategies that will continue to benefit these organisations long after I have left.

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## Professional Experience

### Manlift Middle East – Aerial Work Platform Specialist – Construction Sector

Credit Control Manager – UAE & Qatar

January 2016 – to present

- Team Management of 5 credit controllers in UAE and 4 credit controllers in in Qatar
- Complete Restructure of Qatar Credit Control Team including recruiting 4 new members of staff, training them to the highest standard.
- Accounts Receivable Management of over 1000 clients across the UAE and Qatar, varying from the large multinational customers such as China State Construction, Al Shafar General Contracting and Weatherford, to small local clients across the region.
- Managing largely the Rental Sector of the business, which comprises of 6M - 8M revenue per month
- Maintaining a yearly average of Collection vs invoicing of 105% in a tough volatile market sector.
- Preparation of weekly, monthly and other periodic reports for Senior Management for cash flow and risk analysis with update on all customers
- Driving continuous improvements in cash collection and DSO performance.
- Continuous reviews of Customers Credit Limits and payment terms.
- Initiation of legal action against defaulters, including internal and external legal bodies.
- Regular Review of work practices and creation and implementation of new processes to streamline the business.

### Proserv Middle East – Oil & Gas Technology & Manufacturing

Senior Credit Controller – Dubai

January 2013 – December 2015

- Accounts Receivable Management of over 600 clients across the MENA Region, varying from the largest customer such a Schlumberger and Saudi Aramco, to small local clients across the region
- Customers purchase orders also vary from large Manufacturing and Rental jobs, to small Trading Sales.
- The monthly cash collection on average is between 4 – 5 million USD.
- Consistently over-achieving on the agreed cash collection rate, and keeping the old debt (over 90 day) to a minimal of around 2% of the total ledger.
- Approval of large value invoices and credit notes throughout the month
- Regular meetings with higher/corporate management in the UK, USA and Norway to discuss progress.
- Chasing overdue accounts by telephone, letter, email and in-person if required. Where appropriate, meeting with key accounts and developing and implementing strategies and solutions to overcome credit management challenges
- Issuance, review and tracking of financial instruments required for projects, such as Letter of Credit, Performance Bank Guarantees, Experian check etc.

## **London Borough of Hillingdon**

### *Income Officer – London Borough of Hillingdon*

*August 2010 – September 2012*

- Account Management of over 500 clients on a Debtors Ledger, consistently achieving a monthly 96% collection rate over the last 12 months, exceeding the monthly 87% target.
- Arranging Face-to-Face meetings with the most high profile clients and their relatives/representatives to discuss outstanding debts. Offering debt counselling, negotiating and agreeing payment terms and monitoring the situation to ensure that payment is made or further action taken if necessary
- Responsible for all aspects of collection of charges and agreement on how accounts will be settled, identifying accounts requiring legal action and taking the necessary action to pursue recovery liaising with Senior Legal Representatives.

### *Housing Officer – London Borough of Hillingdon*

*January 2009 – August 2010*

- Management of the Council's Housing register. This crucial role involved investigation, assessment and decision making to ensure the most vulnerable candidates were facilitated to their housing needs as well as assess, investigate, visit, approve and make decisions on applications to the housing register.
- Personally developing and managed a Disability Housing Register. This register was to help the most vulnerable candidates in the community and make sure they were prioritised and housed as promptly as possible.

### *Technical Administrator – London Borough of Hillingdon*

*March 2004 – December 2008*

- Specialised administrative support to the Planning Department and the Education Department.

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## **Education**

Current – Chartered institute of Credit Management – **CICM**

2017 : **Spearhead Training** - Leading High Performance Teams

2016: Advanced Collection and Negotiation Techniques - **CMS**

2012: Professional Photography Institute London: **Diploma in Professional Photography**

2000 – 2002: De Montfort University: **DipHE/HND**: Graphic Design.

1998 – 2000: Uxbridge College: **BTEC ND**: Graphic Design

1991 – 1997: **9 GCSE's** grades A-C, including English and Maths.

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## **Skills and Training**

- Advanced skills in Word, Excel, and PowerPoint
- Sage Accounting Software
- Oracle Debtors & i-Procurement
- AX4 & AX12 Accounting System
- Benefits Fraud Training
- Advanced Photography

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## **Interests**

- Keeping fit and going to the gym
- Art and Photography
- Socialising
- Travelling
- Playing the guitar and composing original songs