Career Objective



An analytical, accurate, and committed financial management professional with 10+ years of extensive industry exposure in planning, administering, and managing end-to-end operations of billing, collections, and accounting departments. High-calibre individual, known for delivering consistent performance throughout the career, now looking to work in a managerial position to leverage acquired skills in budgeting, forecasting, cost optimization, and reporting. Exploring challenging opportunities with reputed organizations, to create a greater operational impact based on a successful record of accomplishment in the career.

Skills

* Financial Planning, Budgeting and Forecasting, Cost Optimization
* Accounting Operations, Account Payables, Account Receivables
* Account Reconciliations, Payment Transactions, Payroll Administration
* Payment Collection Lifecycle Management, Client Billing and Invoicing
* Credit Limit Monitoring, Payment Follow-ups, Outbound Client Calling
* Complaint Management, Escalation Management, Issue Investigation
* Vendor Coordination, Purchase Orders, Material Procurement
* Financial Reports, Collection Analysis, Billing / Invoicing Records
* Team Leadership, Mentoring and Guidance, Training and Development
* Analytical Thinking, Accounting Accuracy, Critical Decision Making

Professional Experience

**Document Controller, Mar 2016 to Present**

**National Contracting and Transport Company (Sharjah, United Arab Emirates)**

**Key Responsibilities:**

* Report to the Head of Document Control Office and note recommendations on required safety levels for the prevention of unauthorized access to sensitive and crucial business information.
* Responsible for gathering, sorting and maintaining records to ensure easy retrieval for future reference, apply standard data archiving processes to make business information available for executive decision-making.
* In-charge of maintaining all types of documents – technical, engineering drawings, official correspondence, legal summons / notices, bank documents & applications, annual reports, contracts and service level agreements.
* Update the internal database regularly to collect, classify and record new business information, track the index and retrieve information of previously saved details of files and folders.
* Review digital and physical data / information files, ensure relevance of assigned file nomenclature, verify accuracy and integrity of data collected and safeguard against unauthorized access and data thefts.
* Assist Project Managers in maintaining project documentation and work in close coordination with internal teams to gather relevant documents and streamline document control activities.
* Create required document control reports as instructed by Senior Managers and conduct audits to examine compliance with standard documentation and filing procedures.
* Maintain and update site documents for all ongoing projects of the company and handle storing and saving of technical documents, contracts and change requests as per prescribed procedures.
* Oversee distribution of business information to suppliers, contractors and consultants; ensure sensitive data is shared exclusively with relevant departments / personnel and maintain necessary confidentiality.

**Finance Associate, November 2014 - November 2015**

**Sharjah Business Women Council (Sharjah, United Arab Emirates)**

**Key Responsibilities:**

**Financial Management:**

* Functioned as the financial associate for the council, with focus on financial planning, budgeting, forecasting, regulation, and cost control.
* Handled accountability towards the completion of day-to-day financial activities of SBWC, and monitored all financial transactions constantly.
* Administered control over budgetary spending, and introduced cost savings programs to ascertain that the allocated budgets are not overused.

**Procurement Operations:**

* Coordinated with authorized suppliers / dealers for the procurement of various materials as per the council’s requirements, and handled the billing procedures.
* Monitored price changes of goods, updated internal records accordingly, and worked as a key decision maker of the purchase department.
* Maintained robust communication with suppliers, and ensured that all orders placed are delivered within the timelines agreed upon.

**Administration and Reporting:**

* Led and managed the accounts payables and accounts receivables functions, ensured accurate financial accounting in these regards.
* Managed employee payroll on a monthly basis, handled calculations involved in the process, and ensured timely payments to the staff.
* Generated financial performance reports on a monthly, quarterly, and annual basis, and submitted them to the senior management for their review and action.

**Billing Operations Assistant, April 2006 - September 2013**

**DU-Emirates Integrated Telecommunications Company (Dubai, United Arab Emirates)**

**Designation Chronology:**

* **Apr 2008 - Sep 2013:** Billing Operations Assistant
* **Apr 2006 - Apr 2008:** Collection Assistant

**Key Responsibilities as Billing Operations Assistant:**

* Worked as the Bill Cycle Manager, spearheaded the entire billing process, and provided leadership to the team to carry out routine functions.
* Handled end-to-end billing operations for the mobile, call select, merchandise and fixed line services offered by the company.
* Developed billing scenarios for QA, prepared QA checks, and managed the pre/post bill generation procedures for individual as well as enterprise customers.
* Handled the application of promotions and service charges for customer bills, updated internal systems, and maintained complete accuracy during the process.
* Involved in planning, conceptualization, and delivery of several key projects, review test results produced by COD, and provided improvement feedback.
* Conducted UAT tests, identified issues, and executed change implementation projects to rectify critical errors encountered.
* Tasked with the monthly reconciliation of customer payments received through multiple payment channels, and preparation of detailed reports.
* Functioned as an expert user of the BSCS and Siebel Financial Management System, handled testing of new products / offers and accordingly customized the system.
* Collaborated with the IT team for identifying, addressing, and resolving errors and bugs in the systems, and validated them through the end users.
* Handled reconciliation of invoices submitted by vendors, matched them with EDC purchase orders, and released appropriate payments.

**Key Responsibilities as Collection Assistant:**

* Attended to customer complaints, conducted in-depth investigation of mobile and fixed line collection related issues, and ensured timely resolution.
* Focused on optimum customer service delivery during the complaint resolution process, and adhered with the assigned timelines.
* Monitored the service usage of customers and ensured that it does not exceed the agreed credit limits, handled modification requests wherever required.
* Handled outbound calling to individual as well as corporate customers, and updated clients with their outstanding amounts.
* Worked towards the reduction of bad debts by following up with customers to clear out their outstanding bill payments, as part of the collections lifecycle.
* Operated the AR Module for processing corrections, refunds, and adjustments in customer bills, and ensured complete accuracy throughout the exercise.
* Maintained appropriate documentation including debit adjustment forms, refund forms etc, in cases where financial adjustments have to be made for customer accounts.
* Provided effective training and mentoring to new recruits, and explained them the entire collections process from start to end.

Previous Assignments

* **1 year and 7 months:** Collection Assistant, Hadaf AlKhaleej Debt Collection L.L.C, Tahseel

Education

**Berzeit University, Palestine**

Bachelor's degree, Finance (April 2004)

Professional Development

**TRAINING & CERTIFICATIONS:**

* **Feb 2005:** Seminar on Collection Skills and Telephone Techniques Best Practice (24 hours) (Hadaf Al Khalej Dept Collection LLC)
* **Sep 2012:** The 7 Habits of Highly Effective People (16 hours) (Du)
* **Aug 2009:** Certificate of Appreciation (Certificate)
* **Oct 2009:** Microsoft Project 2003 Level 2 (Certificate)
* **May 2010:** Certificate of Appreciation for Quality Performance (Certificate)
* **Sep 2009:** Microsoft Excel 2003 Intermediate (Certificate)
* Oracle
* Siebel 8 (CRM)
* BSCS IX, BSCS AR
* Business Objects (DWH)
* Pivotal CRM
* MS Office
* DOC1,Power Billing

Personal Information

* **Citizenship:** Jordan
* **Date of Birth:** 04/05/1982
* **Visa Status:** Residency Visa (Transferable)
* **Driving License Issued From:** United Arab Emirates
* **Marital Status:** Married
* **Language:** Fluent in English and Arabic