|  |  |  |
| --- | --- | --- |
|  | **CURRICULUM VITAE****PARVEZ** Abu Dhabi, United Arab EmiratesC/o 971504973598🖂 parvez.351903@2freemail.com  | DSC_0392 |
| career objectiveCurrently seeking to work in a leading corporate environment that will challenge me further; while allowing me to contribute to the continued growth and success of the organization, using my financial management knowledge and experience, promoting quality services and financial probity.Professional PROFILEA highly motivated, professional in accounts receivable & credit control having extensive experience in the UAE corporate Five Star hotel sector. A performance driven leader focused on achieving the highest level of financial and operational efficiency, team performance & maximizing accounts income receivables. Possesses exceptional client and customer skills, giving superior levels of customer service, leading to customer satisfaction and repeat business. A professional individual who is thoroughly committed to pushing the boundaries of operational credit management and service excellence and who thrives in a high-pressure finance control environment and ensuring all monies owed are collected in the most efficient way.  |
| CORE SKILLS & COMPETENCES* **COMMUNICATIONS:** Possesses strong and confident interpersonal skills, having the ability to persuade and influence outcomes, negotiation skills which enables to develop and maintain trusted relationships. Very approachable and cooperative in working with colleagues to achieve shared outcomes of service quality, high performance and operation efficiencies.
* **MANAGEMENT SKILLS:** Takes complete ownership of management activities, exceptional multi-tasking abilities completed to strict timescales. Also commitment, reliability and collaborative nature, very supportive to colleagues in the pursuit of achieving targets, performance excellence and training.
* **CLIENT RELATIONSHIP MANAGEMENT:** Interacting with customers, cultivating and building strong, long-term successful business relationships, friendly, courteous, polite and professional at all times.
* **FLEXIBLE AND ADAPTS TO CHANGE**: Able to rise to new challenges and ways of working, using experience to deliver exceptional credit and accounts management in order to maximize revenues.
* **TENACITY TO ACHIEVE RESULTS:** Consistently drives for operational efficiency, exceeding targets for accounts receivables and exceptional customer satisfaction.
 |
| EMPLOYMENT AWARDS* **SHERATON ABU DHABI HOTEL & RESORT, UNITED ARAB EMIRATES**

Nominated Supervisor of the Quarter for the years 2008 & 2012* **LE MERIDIEN, PUNE, INDIA**

Best Employee for the Month of July 2000PROFESSIONAL EMPLOYMENT PROFILE |

### AL SAROOKH MOTAR WATER JET SKI RENTAL, ABU DHABI, UNITED ARAB EMIRATES

### Accountant General: Aug 2017 - Present

### HILTON ABU DHABI HOTEL, UNITED ARAB EMIRATES

### Assistant Credit Manager: Oct 2014 - Sep 2016

|  |
| --- |
| **Principle responsibility & position purpose was having overall charge for maintaining control of all credit policies & procedures, accounts management for all phases of the hotel’s credit processing systems. Looked after the day-to-day operations of accounts receivables, ensuring that invoices being sent out are correct & dispersed in a timely manner. Followed up on any delinquent accounts. Research & decide upon credit authorization for incoming customers with detailed responsibilities including:*** + Processed all credit applications for direct billings within the company. Where necessary implemented very efficient policies & procedures outlined in the credit policy.
	+ Conducted credit evaluation/reference check to determine the credit worthiness of prospected new accounts based on current financial information, business history, current credit reports and established credit limits. Forwarded credit files to credit manager/credit committee for establishment of new accounts, credit line renewals, and new increases with thorough credit recommendation.
	+ Reviewed customer credit limit periodically to ensure exposures are within credit limits approved by management.
	+ Reviewed aged trail balance on daily basis, identified and followed upon doubtful accounts. Proactively and effectively made collection calls, sent reminders & statement of accounts to ensure quick and consistent turn on A/R.
	+ Worked closely with the business on a daily basis to ensure timely collections and responded effectively to queries and account disputes. Followed up for LPO, missing document with the concerned department to enclose with invoice in order to timely deliver and collect bill.
	+ Worked with customer professionally bearing in mind the importance of maintaining good customer relationship, personally visited delinquent account holders to resolve overdue payments/short paid invoices.
	+ Reported to DOF/Credit Manager all matters affecting credit and collection of delinquent accounts, accounts over 90 days old, aged accounts and took appropriate actions.
	+ Reviewed all accounts listed on the High Balance Report (In-House Guests) on a daily basis and ensured that guests balances do not exceed the credit limit as established. Forwarded high balance report to Front Office and checked up-dated remarks given by Front Office staff and followed up any discrepancies with Front Office Manager.
	+ Scheduled & chaired the monthly credit meetings to discuss high bill accounts, disposition of past due accounts, accounts exceeding credit limit and follow up. Recorded minutes and actioned any decisions taken to recover outstanding debts.
	+ Ensured all folios transferred to city ledger have been checked & correctly transferred by Accounts Receivable.
	+ Prepared Daily Collection/Bank Transfer Receipts summary report and ensured receipts are posted to correct accounts.
	+ Facilitated e-billing through supplier portals i.e. ADCO, ADGAS, Emirates Group, Hotel beds, GTA etc.
	+ Conducted weekly staff meetings to review schedules, suggestions, group arrivals and new policies.
	+ Interacted with Sales and Catering Department Heads for credit decisions on incoming customers.
	+ Prepared MIS reports for companies not on credit but invoices closed to city ledger, credit limit report for accounts exceeding credit limit, open Group & House accounts and AR open credits.
	+ Handled special billing requests, debit/credit notes, returned cheques & Write-off’s, if any.
	+ Completed AR month end closing functions, procedures. Met deadline submissions of month end reports i.e. DSO, AR Report & Bad Debt Provision.
	+ Updated the credit applications with all the relevant updated documentation yearly as per credit policy.
	+ Kept up-to-date technically and knowledge of the role of accounts receivable processes and systems.
 |

### SHERATON ABU DHABI HOTEL & RESORT, UNITED ARAB EMIRATES

### Accounts Receivable Supervisor: Mar 2007 - Dec 2013

|  |
| --- |
| **Principle area of accountability was to book all the amounts due to the hotel by guests, concessionaires, tenants & employees, supervising day to day operation of the accounts receivable and collection department. Ensured property billings were sent error free and in a timely manner. Followed up to achieve maximum cash flow and minimum overdue receivables. Detailed operation duties included:*** + Ensured that all folios transferred to city ledger have been checked & correctly transferred by Accounts Receivable.
	+ Ensured outstanding balances were collected through well-defined and administered Best Practice procedures, with City Ledger accounts aged as per hotel policy standards.
	+ Coordinated invoicing schedules, mailing of outstanding statements and reminders. Handled e-billing for companies, travel agents/tour operators. Answered billing queries promptly and professionally, providing high-level service through building strong customer relationships.
	+ Ensured all direct billed & master accounts have been billed on a timely basis after the guest(s) check out.
	+ Fully trained AR staff to process the daily works both the preparations of the input & subsequent follow-up.
	+ Participated in the monthly credit review meeting. Assisted Credit Manager in overdue accounts follow-ups and list of recommended accounts for write-off, if any.
	+ Ensured that Direct Billing Applications were prepared & approved and on file for all applicable city ledger accounts, with each application an agreed credit limit approved.
	+ Ensured BEO were issued for all functions, all deposits received against Banquet event, amendments have been received and verified BEO report to posted banquet checks on daily basis, resolved discrepancies if any.
	+ Investigated unidentified credit balances and refunded all cancelled reservations advances promptly.
	+ Reconciled unapplied advance deposits with reservations & front office cashiers on a monthly basis.
	+ Ensured PCI-DSS policies were strictly adhered.
	+ Posted & allocated city ledger and credit card payments. Investigated discrepancies between payment & actual charges.
	+ Reconciled credit cards daily. Verified credit card refunds had proper back-up.
	+ Followed-up with merchant Bank for credit card inquiries, unpaid credit card balance and chargeback.
	+ Ensured Barter invoices accounted as per Barter Agreement & Tenant invoices had been issued each month.
	+ Reconciled AR Ledger to the GL on a daily basis and any variances were reported. Processed travel agent commissions.
	+ Ensured AR Rebate/Allowance were processed on time with relevant approval.
	+ Provided staff city ledger deduction on monthly basis to the Paymaster before payroll processing.
	+ Ensured hotel policies & procedures were fully implemented. Followed Accounts Receivable SOP & checklist.
	+ Balanced AR Aging with General Ledger month-end closing and calculated DSO. Prepared month end Journal Vouchers & Reconciliations for: Advance Deposits - Rooms and F&B, Unallocated Payments, Inter Hotel Accounts, No Shows/Cancellations, Barter, Accrual of Brochure Contribution, Travel Agent Commissions & Credit Card Commissions.
	+ Maintained all contracts & agreements for the daily verification. Ensured the proper filling of folios, ledger etc.
 |

### ONE & ONLY ROYAL MIRAGE, DUBAI, UNITED ARAB EMIRATES

### Income Audit Officer: Feb 2006 - Oct 2006

### Night Auditor: Apr 2004 - Jan 2006

### Accounts Receivable Officer: Sep 2002 - Mar 2004

|  |
| --- |
| **Due to effectiveness in the role, promoted from Night Auditor to Income Audit Officer. Ensured the completeness and accuracy of the income from all sources on a daily basis. Ensured the rate & other financial data related to each guest was correctly recorded in the system with supporting documentation. Detailed responsibilities included:*** + Reviewed Daily Revenue report, Food & Beverage report with supporting vouchers and Trial Balance & ensured that Night Auditor had provided all the closed End of Day reports generated from Opera & Micros.
	+ Ensured that all Sales Summary sheets balanced with opera transaction journal & all the outlets had submitted their End of Day summary reports.
	+ Investigated and resolved Night Audit Daily Discrepancies and feedback of explanation from relevant Managers.
	+ Review the city ledger and credit card transfers of the day and pass the same to Accounts Receivable
	+ Raised Income Audit Discrepancy reports for any discrepancies identified during the day shift.
	+ Prepared the rate variance report for Arrivals Today on a daily basis to ensure that the room rates were charged as per approved contracts.
	+ Verified Trial Balance thoroughly on a daily basis & ensured accuracy prior to General Ledger update.
	+ Verified F&B discounts on Staff City Ledger. Reconciled F&B & Babysitter Tips. Prepared department admin calls summary on a monthly basis.
	+ Prepared gift certificate reconciliation. Updated gift certificates sold/redeemed. Verify redeemed gift certificates with deposits received. Ensured that all checks were raised as per Banquet Event Orders.
	+ Reviewed Cancellation/No Shows, liaising with Reservations to charge as per Cancellation/No Show Policy.
	+ Updated control sheet for Paid Outs, Rebate vouchers & Guest Transfer voucher & ensured all charges had been posted correctly to the guest account.
	+ Verified rebates ensuring they had proper approval with explanation & backups attached.
	+ Investigated lost interface charges & transferred to respective room/rebate if necessary.

**Promoted to Night Auditor from Accounts Receivable Officer. Ensured that all outlet revenues are balanced & system counters/data are reset for next day’s business. Performed all necessary controls according to checklist & ensured that is evidenced. Addressed all issues to a prompt & effective conclusion with responsibilities included:*** + Updated Daily Revenue report & prepared Night Audit discrepancy report.
	+ Reported any control violation/irregularities to the Director of Finance.
	+ Reviewed Complimentary, House-use, No Show/cancelled rooms, open balance for paymasters & house accounts.
	+ Resolved rooms & housekeeping discrepancies and conducted spot-check on vacant and unoccupied rooms.
	+ Checked out paymasters with zero balances for POS & house accounts & checked in after night audit.
	+ Verified paid outs with proper approval & limit. Reviewed micros open check report, void report & discount report.
	+ Scrutinized rebate vouchers with proper approval, explanation & back-ups.
	+ Ensured sales summary sheet for Recreation, Sports & Leisure, Business Centre, Guest Transfers & in-house Gift Shop/Retails were submitted & balanced with vouchers submitted.
	+ Investigated micros offline postings, lost interface charges & house phone calls.
	+ Reconciled and balanced all credit cards before Night Audit run.
	+ Micros & Opera Day End & Interim reports are printed & handed over to the Income Auditor.
 |
| SUMMARY OF PREVIOUS EMPLOYMENTS* **LAKESIDE CHALET MARRIOTT EXECUTIVE APARTMENTS AND RENAISSANCE MUMBAI HOTEL & CONVENTION CENTRE, MUMBAI, INDIA**

Credit Assistant: Mar 2001 - Nov 2001* **LE MERIDIEN, PUNE, INDIA**

Accounts Receivable Cum Bill Collector: Feb 1999 – Mar 2001* **BRAMHA BAZAZ HOTELS LTD. [OWNERS OF LE MERIDIEN, PUNE, INDIA]**

Accounts Payable: Jan 1998 - Feb 1999* **RAM-LAXMAN HOTELS LTD. [OWNERS OF HOLIDAY INN, PUNE, INDIA]**

Computer Operator/Accounts Assistant: Dec 1995 - Apr 1997 |
| ACADEmic Education **MASTER OF COMMERCE -** specialised in Accounting & Taxation**BACHELOR OF COMMERCE -** specialised in Cost & Works Accounting and Secretarial Practice & Company Managementprofessional credentialsDiploma In Microsoft OfficeDiploma In Airlines, Travel & Tourism Management |
| TECHNICAL & SYSTEMS SKILLS **ACCOUNTING**: Sun System, SCALA, AR module in OnQ and Opera/Fidelio, Back Office Application, Prolific, Peach Tree & Tally**FRONT OFFICE:** Opera, Fidelio & OnQ **POINT OF SALES:** Micros**MS-OFFICE:** Microsoft Word, Excel, PowerPoint & Outlook**PROGRAMMING:** COBOL, FoxPro & Dbase**OPERATING SYSTEMS:** Good knowledge on Windows & upgraded versions |
| TRAINING & CERTIFICATIONS**HILTON ABU DHABI HOTEL, UNITED ARAB EMIRATES.*** Hilton Brand Promise: Make it Right
* Blue Energy Service Skills
* **Passport to Success** - The Hospitality Mind Set, Communication & Interpersonal Skills, Responsibility & Ownership, Problem Solving & Critical Thinking, Business Etiquette & Professionalism
* **Hilton SOX Controls** – Overview & Segregation of Duties, Accounts Receivable
* Information Security & Privacy Awareness Training, Anti - Corruption [Finance]

**SHERATON ABU DHABI HOTEL & RESORT, UNITED ARAB EMIRATES.*** The Sheraton Brand & Service Culture
* Starwood Hotels & Resorts Operational Innovation
* Property Data Handling Procedures, PCI – DSS Compliance, Anti – Corruption [Finance], Revenue Accounting, Accounts Receivable, PMS Audit, POS Audit, Cash Over/Short, F&B Promotions/Allowances, Final Calculation

**ONE & ONLY ROYAL MIRAGE, DUBAI, UNITED ARAB EMIRATES.*** One & Only Brand & Workshop
* Delivering on Our Promise
* Creating Link with Internal Customer
* Customer Care

**LE MERIDIEN, PUNE, INDIA.*** Commitment to Excellence

PERSONAL INFORMATION**BIRTH DATE:** 09th June 1972**NATIONALITY:** Indian**MARITAL STATUS:** Married**LANGUAGES:** English, Urdu, Hindi & Marathi**LICENCE:** Holding valid UAE Light vehicle driving licence + own car**VISA STATUS:** Employment Visa |