**Aboobakar**

[**Aboobakar.361120@2freemail.com**](mailto:Aboobakar.361120@2freemail.com)

**CREDIT RECOVERY & COLLECTIONS MANAGER WITH 20 YEARS OF**

**FINANCIAL SERVICES INDUSTRY EXPERIENCE**

Debt & Liability Reduction/Performance Innovation & Improvement/Personnel Supervision and Training

**EXECUTIVE SUMMARY**

An innovative, multifaceted, and solutions-focused financial services professional with a 20+ year career demonstrating leadership and excellent performance in credit and collections management operations. Enterprising leader and problem-solver with tactical and practical orientation and verifiable success capitalising on growth opportunities, improving bottom-line performance, and optimising operational efficiency, productivity, and profitability through delivery of effective systems and procedures. Detail oriented communicator, manager, and trainer with a direct and decisive management style that focuses on teamwork and clearly defined mission and values for buy-in of all levels. Superior team and customer handling skills with a natural ability to work towards positive outcome with customers, staff, and key internal/external stakeholders. Financial and Banking systems as well as Microsoft Office systems proficient.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **CORE COMPETENCIES** |  |  |
|  |  |  |  |  |
|  | •***Credit / Collections Management*** | •***Staff Supervision & Training*** | • ***Performance Monitoring /Tracking*** | |
|  | •***Research & Investigation*** | •***Team-Building / Development*** | • ***Process Innovation /Improvement*** | |
|  | •***Regulatory Compliance*** | •***Cross-Selling/Sales Support*** | • ***Regulatory Compliance*** | |
|  | •***Influencing & Negotiation*** | • ***Performance Analysis/Reporting*** | • ***Insolvency Transactions*** | |
|  | •***Data/Records Administration*** | • ***Issue Resolution/ Escalation*** | • ***Resource / Budget Administration*** | |
|  | •***Debt & Liability Reduction*** | •***Risk Assessment & Prevention*** | • ***Group Collaboration /Facilitation*** | |
|  | •***Research & Investigation*** |  | ***Business / Operations Management*** | |
|  |  |  |  |  |
|  |  | **PROFESSIONAL EXPERIENCE** |  |  |
|  |  |  |  |  |
|  | **Ariscend Ltd** |  | **Jan 2017 – Present** |  |
| ***Head of Credit Collections*** | |  |  |  |

In charge of the credit collections of the company with operations in Mauritius, Kenya, South Africa and France.

* Responsible for account receivables and all related functions, ensuring maximization of collection and recoveries to improve bottom-line profitability and cash-flow operations of the company;
* Verify client financial status and reputation of prospective customers applying for credit where required; reviewed credit references to assist the sales team in determining applicant suitability;
* Evaluate and provide analysis, conclusion, and recommendations for credit limits and communicate information to customers and team members;

Page **1** of **4**

* Reviewed credit monitoring reports on a regular basis; reviewed status of clients upon receipt of external information pertinent to financial strength of account;
* Identified problem accounts and negotiated payment programs with delinquent customers;
* Provide monthly reports to management on account performance and collections;
* Develop company credit granting and collection policies and procedures;
* Liaise with outsourced legal resources in respect of collection and recovery efforts of delinquent accounts.

|  |  |
| --- | --- |
| **MauBank Ltd** | **Jan 2016 – Jan 2017** |
| ***Manager Recovery and After Sales - Leasing*** |  |

Managed a credit recovery and collection team of thirty (30) staff, responsible for decisions regarding collections and recovery of credit transactions for one of the largest commercial banks in Mauritius with more than 30 branches across the island following the merger of National Commercial Bank Ltd with the Mauritius Post and Cooperative Bank Ltd.

* Managed account receivables and all related functions; renegotiated account receivable balances, streamlined processes, and improved client retention rates.
* Investigated and verified financial status and reputation of prospective customers applying for credit where required; reviewed credit references to assist the credit team in determining applicant suitability.
* Evaluated and provided analysis, conclusion, and recommendations for credit monitoring; communicated information to customers and team members.
* Reviewed credit monitoring reports on a regular basis; reviewed status of clients upon receipt of external information pertinent to financial strength of account.
* Identified problem accounts and negotiated payment programs with delinquent customers.
* Monitored violations of credit collection policies and took appropriate action where required.
* Compiled and reported all bad debts and credit losses on a monthly and quarterly basis; monitored delinquent accounts carefully and coordinated collections with third party legal resources.
* Interfaced and assisted relationship managers (sales) with data for customers regarding delinquency and payment history; resolved client account issues.
* Researched and advised leadership on collection charges and penalties; maintained bad debt and bad debt recovery records.
* Evaluated and improved existing information technology systems within the IT function.
* Facilitated quarterly meetings with Credit and Sales staff.

|  |  |
| --- | --- |
| **National Commercial Bank Ltd** | **April 2015 – Dec 2015** |
| ***Head of Recovery and After Sales - Leasing*** |  |

Managed a credit recovery and collection team of thirty (30) staff, responsible for decisions regarding collections and recovery of credit transactions for one of the largest commercial banks in Mauritius with approximately 20 branches across the island following the rebranding of Bramer Bank into National Commercial Bank Ltd.

* Created a credit collections environment of an acceptable quality, in terms of established credit guidelines; developed sound, acceptable collection and recovery policies.
* Managed account receivables and all related functions; renegotiated account receivable balances, streamlined processes, and improved client retention rates.
* Investigated and verified financial status and reputation of prospective customers applying for credit where required; reviewed credit references to assist the credit team in determining applicant suitability.
* Evaluated and provided analysis, conclusion, and recommendations for credit monitoring; communicated information to customers and team members.
* Reviewed credit monitoring reports on a regular basis; reviewed status of clients upon receipt of external information pertinent to financial strength of account.
* Identified problem accounts and negotiated payment programs with delinquent customers.
* Monitored violations of credit collection policies and took appropriate action where required.
* Compiled and reported all bad debts and credit losses on a monthly and quarterly basis; monitored delinquent accounts carefully and coordinated collections with third party legal resources.
* Interfaced and assisted relationship managers (sales) with data for customers regarding delinquency and payment history; resolved client account issues.
* Researched and advised leadership on collection charges and penalties; maintained bad debt and bad debt recovery records.
* Facilitated quarterly meetings with Credit and Sales staff.

Page **2** of **4**

|  |  |
| --- | --- |
| **Bramer Banking Corporation Ltd** | **May 2012 – Mar 2015** |
| ***Head of Recovery and After Sales - Leasing*** |  |

Hired, trained, directed, and coached a credit recovery and collection staff of thirty (30), responsible all decisions regarding collections and recovery of credit transactions for one of the commercial banks in Mauritius with approximately 20 branches across the island.

* Created a credit collections environment of an acceptable quality, in terms of established credit guidelines; developed sound, acceptable collection and recovery policies.
* Managed account receivables and all related functions; renegotiated account receivable balances, streamlined processes, and improved client retention rates.
* Investigated and verified financial status and reputation of prospective customers applying for credit where required; reviewed credit references to assist the credit team in determining applicant suitability.
* Evaluated and provided analysis, conclusion, and recommendations for credit monitoring; communicated information to customers and team members.
* Reviewed credit monitoring reports on a regular basis; reviewed status of clients upon receipt of external information pertinent to financial strength of account.
* Identified problem accounts and negotiated payment programs with delinquent customers.
* Monitored violations of credit collection policies and took appropriate action where required.
* Compiled and reported all bad debts and credit losses on a monthly and quarterly basis; monitored delinquent accounts carefully and coordinated collections with third party legal resources.
* Interfaced and assisted relationship managers (sales) with data for customers regarding delinquency and payment history; resolved client account issues.
* Researched and advised leadership on collection charges and penalties; maintained bad debt and bad debt recovery records.

|  |  |  |  |
| --- | --- | --- | --- |
|  | • Facilitated quarterly meetings with Credit and Sales staff • | Micro lease Portfolio - Aftersales and Recovery. | |
|  | **Mauritius Leasing Company Limited** | **May 2008 – May 2012** |  |
| ***Recovery and After Sales Manager*** | |  |  |

Promoted to Recovery and After Sales Manager following the departure of the previous incumbent. Managed a team of thirty (20) and was responsible for all decisions regarding collections and recovery of credit transactions for The Mauritius Leasing Company Limited.

* Developed and implemented recovery and after sales policies and procedures; improved the activities of the recovery and after sales department for the company.
* Employed processes and procedures for evaluating customer financial situation and developing strategies for effective recovery including taking of additional security as required for major delinquent accounts.
* Established credit monitoring process for customer accounts.
* Interacted with customers to obtain additional information to support account restructuring; reconciled transactions and balances to maintain accurate accounts.
* Initiated credits and adjustments to customer accounts within company policy limits; checked for credit viability on requests for extended terms and evaluated various adjustments to restructuring of accounts.
* Monitored receivables and collections; provided updates and appropriate reporting procedures.
* Audited and reviewed delinquent account records; determined which customers were contacted for collection of overdue accounts.
* Supervised and coordinated the activities of an administrative support staff of twenty (20) in related activities.

|  |  |  |
| --- | --- | --- |
|  | **Mauritius Leasing Company Limited** | **Jun 2007 – Apr 2008** |
| ***Recovery Coordinator*** | |  |

Spearheaded the activities of a team of ten (10) staff engaged in the collection of overdue payments for corporate and individual accounts, for The Mauritius Leasing Company Limited. Collectors averaged 100 calls per day.

* Managed an Accounts Receivable team in charge of a portfolio of MUR 60-80m; analyzed delinquent accounts and prepared reports on highest-risk accounts including recommendations for resolution.

Page **3** of **4**

* Organized collection work load according to degree and amount of delinquency and assigned accounts to staff for collection; assisted subordinates with collection activities in difficult cases.
* Determined what new accounts will be established for new customers; reviewed and researched credit payment history and obtained further information when necessary.
* Conducted credit investigations, collected delinquent accounts, and communicated all credit-related issues to management.
* Wrote letters and approved form letters for use in collection attempts.
* Prepared collection statistics reports for management.

|  |  |  |
| --- | --- | --- |
|  | **A. Rajah – Attorney at Law** | **Apr 1996 – May 2007** |
| ***Attorney Clerk*** | |  |

Responsible for handling collection and recovery cases on behalf of financial institutions and other corporate clients of the chambers of A. Rajah, Attorney At Law.

* Determined what new accounts need to be chased;
* Reviewed and researched credit payment history and obtained further information when necessary;
* Conducted credit investigations, collected delinquent accounts, and communicated all credit-related issues to the Attorney and to the clients;
* Wrote letters and approved form letters for use in collection attempts;
* Prepared demand letters for clients with delinquent accounts;
* Prepared legal documentation for use in court cases against delinquent accounts;
* Produced summary report on delinquent accounts and court cases for financial institutions and corporate clients.

**ACADEMIC EDUCATION**

**Cambridge Higher School Certificate, 1995**

**Islamic Cultural College**

**Cambridge School Certificate, 1993**

**London College**

**HIGHER EDUCATION**

**Master in Business Administration, 2015**

**University of Hertfordshire, UK**

**BSc in Finance**, **2009**

**University of Hertfordshire, UK**

**Certificate in Information Technology, 1996**

**ABAC University, UK**

**Hobbies and Interests**

Playing Badminton, Tennis, Football & Swimming

**Referees**

Upon Request

Page **4** of **4**