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**AHMED**

*Email address:* ahmed.368987@2freemail.com

*UAE Driving License* with own car

**CAREER OBJECTIVES**

* To use my skills, knowledge and career in the best possible way for achieving the company’s goals.
* To succeed in a stimulating and challenging environment that will provide me with advancement opportunities in my chosen field.

**PROFESSIONAL EXPERIENCES**

*November 2016 – Present* **Collection Officer**

HSBC, Pact Employment Services, Dubai, UAE

*Responsibilities:*

* Visit clients and customers on field to collect their unpaid credit card bills and set up payment due.
* Reach out to customers with unpaid debt and attempt to collect from them.
* To reach the target for the company’s profit commission.

*September 2015 – November 2016* **Collection Officer / Skip Tracer**

 Sutherland Global Services, Dubai, UAE

*Responsibilities:*

*For Du Mobile Account:*

* To follow up and collect on all customers for overdue bills.
* Meets targets set on flow and delinquency rates.
* Handle number of calls/contact (as per department set targets) & follow-up on customer’s commitment to pay.

*For NBAD Account:*

* Reach out to customers with unpaid debt and attempt to collect from them.
* Visit clients and customers on field to collect their unpaid bills and set up payment due.
* Locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment.

*December 2013 –**September 2015* **Customer Service Professional**

Dubai International Airport, Terminal 1, UAE

 *Responsibilities:*

* Assisting passengers to give their comfortable experience during their stay in the terminal.
* Working in the Information Zone to provide the flight information to the passengers.
* To attend to the duties within the airport terminal and to provide customer service to passengers, airport users and general public inline to support and maintain the quality operations to meet the standards of Dubai International Airport.

October *2011 – November 2012* **Call Center Representative**

 Vodafone, Egypt

 *Responsibilities:*

* Provide Vodafone Egypt high customers with all required information related to the company products and services with delighting them with a superior customer service.
* Follow up all customers related issues and provide timely feedback to Vodafone Egypt High Customers.

**EDUCATIONAL BACKGROUND**

*November 2012*  **Bachelor of Social Work**

Delta Academy - Egypt

**SEMINARS AND TRAININGS HISTORY**

*April 2014* **Airport Services Program 1& 2**

Dubai International Airport Training Center

*December 2013* **Customer Service Professional Training**

Dubai International Airport Training Center

**SKILLS**

* Excellent communication skills with ability to negotiate with the customer under adverse conditions.
* Computer Literate such MS Office, ICDL
* Ability to work on my own without being constantly supervised.
* Manage time effectively, prioritizing tasks and able to work to deadlines.

**PERSONAL DETAILS**

*Date of Birth*: 1st October 1991

*Nationality:* Egyptian

*Language:* Arabic and English

*Height:* 182cm (6ft)

*Visa Type:* Employment Visa