**BAKRY**

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| --- | --- | --- |
| **Nationality:** Egyptian | **Date of Birth:** 14/02/1983 | |
| **Religion:** Muslim | **Marital Status:** Married | |
|  | **Email:** [bakry.374223@2freemail.com](mailto:bakry.374223@2freemail.com) | |
|  |  |  |

**Address:** Sharjah

**Visa Status:** Employment Visa **Driving license:** valid (U.A.E)

**OBJECTIVE:**

To obtain a responsible position in a company where my academic background and personal skills will allow me the opportunity for growth.

**EDUCATION: -**

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| - Cairo University , Faculty of commerce | 2001-2005 |

* Bachelor degree of commerce- Accounting department,

**EXPERIENCES: -**

 **Al Waseet international** April 2013 until now

Credit & Collection Supervisor

* Oversee his team of credit bill collectors.
* ensure the staff is meeting production goals, complying with company standards and federal collection laws and generally performing the essential functions of their position
* Input data and creating spreadsheets showing the progress of his staff’s efforts to collect debts, for speaking with individuals who wish to speak with a supervisor and for approving and allow settlement and payment option.
* supervise and coordinate activities of workers engaged in collecting overdue payments for charge accounts, credit card accounts
* Review delinquent account records to determine which customers must be contacted for collection of overdue accounts.
* organize collection work load according to degree and amount of delinquency and assign accounts to workers for collection
* Write letters or approve form letters for use in collection attempts.
* They authorize or refer accounts to manager for repossession and legal actions against debtors
* Assist subordinates with collection activities in difficult cases.
* They may supervise and coordinate activities of clerical workers in related activities.

 **Al Waseet international** August 2011 April 2013

Senior Credit & Collection:

* Receiving report from each one in the team with the list sorted as promised to pay, collectible, uncollectible, broken promises customers.
* Daily basis reviewing with my team all due payment for accounts &amp; give necessary instructions to collectors for recovery
* Receiving all the contracts &amp; reviewing all conditions on the agreement and assure that matching with company policy
* Preparing analysis history report for customers
* Handling all contracts with PDC cheques and taking necessary legal actions.
* Handling filed visit with VIP customers
* Following with my team to handle filed visit with regular customers
* Meet quality standards and metrics, as well as achieve delinquency and repossession goals
* Train and develop collectors through one on one coaching, phone monitoring and audit.

 **Al Waseet international** July 2009 until August 2011

Account Receivable officer

* Prepare bills and invoices for sales or services rendered
* Collect on accounts by sending bill reminders and communicating with customers via phone, email, fax or mail. At large companies, you may coordinate with the collections department or a third-party collection agency for severely delinquent accounts.
* Reconcile the accounts receivable ledger to ensure that all payments are accounted for and properly posted.
* Generate monthly, quarterly or annual financial statements and reports detailing paid and unpaid invoices and other accounts receivable activity. Reports typically list active accounts, the status of the accounts and collection costs

 **Al Waseet international** July 2007 Until July 2009

Call Center Agent

* Answer calls and respond to emails
* Handle customer inquiries both telephonically and by email
* Research required information using available resources
* Manage and resolve customer complaints
* Provide customers with product and service information
* Enter new customer information into system and update existing customer information.
* process orders, forms and applications
* Identify and escalate priority issue
* Follow up customer calls where necessary and complete call logs
* Document all call information according to standard operating procedures

**Kuwait Food Company (AMRICANA), UAE** June 2006 -July 2007

Call center agent

* Establish and maintain effective working relationships with co-workers, supervisors and the public.
* Operate a variety of standard office machines including a personal computer and a variety of computer software.
* Present the company image through all the correspondence and customer contacts.
* Manage selling and customer service activities, to optimize and sustain sales performance, profitability and customer satisfaction.

 **El Barky palace hotel, Egypt** November 2004 - November 2005

Reception manager

* Ensure that the best service is done to the customers**.**

**TRAINING COURSES:**

 **Microsoft Excel** **New Horizon Training Center.**

Complete Microsoft Excel 2010 Level (1 & 2 & 3)

* **Customer Mania:Americana (Kuwait food co.,UAE,(Training center)**

Driving restaurant excellence performance by keeping the customers on top of everything by letting them feel that are mostly welcomed upon entering the restaurants.

* **Fish philosophy:Americana (Kuwait food co.,UAE,(Training center)**

Styles and tips of having fun on the job to do more work without feeling under pressure.

* **Customer service course :Americana (Kuwait food co.,UAE,(Training center)**

Handle complains & how to talk with any kind of customer

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|  | **English language course** | | | **American university, Cairo 2005** |
|  | **Computer Course** | |  | **American university, Cairo 2005** |
|  |  |  |  |  |

Windows 95, 98, office, internet, word, excel, and typing.

**PERSONAL ATTRIBUTES:**

* Highly organized, flexible and versatile team player
* Excellent communication skills.
* Ability to work under pressure.
* Self-motivated, dependable and goal oriented and Able to learn new tasks quickly.
* Ability to work individually and co-operative team member.

**LANGUAGES:**

**Arabic:** Native

**English** : Fluent

**References and Certificates (Available upon Request)**