* **CV**

* **Credit controller manager . Collection manager . Customer service representative**

Location: Dubai, United Arab Emirates

Education: Bachelor's degree, commerce

Experience: 17 Years

**PERSONAL INFORMATION**

**Mahmoud Mohamed Wasel**

Birth Date: 2 October 1976 (Age: 40)

Gender: Male

Nationality: Egypt

Additional Nationalities: Egypt

Visa Status: Residency Visa (Transferable)

Marital Status: Married

Number of Dependents: 2

Driving License Issued From: United Arab Emirates; Egypt; Oman

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**EXPERIENCE (17 YEARS)**

August 2014 - Present

**Credit controller manager . Collection manager . Customer service representative**

**Caterpillar Financial Services (Dubai) Limited - DIFC**

**Location:** United Arab Emirates

**Company Industry:** Financial Services

**Job Role:** Finance and Investment

Credit controller . Collection manager. customer service representative and account receivable 9 to the General Manager.

 Updating the management & assisting them in accepting credit deals, by evaluating the credit customer according to the

company policy.

 Ascertaining payments are keyed on to the system correctly and promptly and ensuring that all records are kept orderly and easy to access.

 Processing weekly reviews with the Account managers 6 with the BDM to clarify the accounts facing any problems.

 Developing age analysis and participate on dispensation of the provisional reports.

 Check and ensure that all cheques and bank remittances are banked daily and Allocate received payment.

 Monitor accounts constantly to identify any potential bad debt, send deadline letters for the bad payer’s accounts.

 Clear orders suspended due to Credit Limit being exceeded or Maximum Order value exceeded and issue copy of invoices and credit notes & mortgage release letters for ended contracts.

 Developing cash flow report monthly, & weekly past dues reports for overdue invoices, and send it to our clients on Weekly bases and send statements periodically (Fax/ Email /Courier) and ensure that the client has received it on time.

 Assuring reduction of accounts receivable. In the BS business this includes both Unbilled Project and all Billed Receivables.

 Restructuring for dead debts & old pending outstanding to support management for collecting outstanding.

 Establishing and maintaining effective working customer relationships.

 Ascertaining effective customer relationship to optimize progress billings. Leading the liaison between external customer and

internal project managers to proactively manage the balance between accurate, timely billing and maximization of receipts.

 Leading resolution of disputes with assistance of Field Leaders and Finance Support. Ensure team and individual goals on

dispute reduction/resolution are achieved.

 Manage and administer customer accounts including customer account reconciliations and some direction of application of unapplied credits/cash.

 Identify and escalate defined uncollectible accounts.

 Work on E-Receivables and update invoice comments, follow-up date, promise to pay date.

 Act as control point for business AR specific policies and processes.

 Act as a team member of the Customer Specialist Team.

 Visiting clients to solve problems overseas.

 Make arrangements for legal cases with legal dep. or external lawyers and arrange for provision for dead depts.

**Achievements:**

 Successfully reduced old outstanding and the time for customer credit evaluation for only 2 days.

 Old legal cases solved & outstanding collected.

 Functioned as control point for business AR specific policies and processes.

 By end of 2016 all middle east figures reduced from 23% to 10.7% by 31st December 2016.

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June 2011 - July 2014

**Senior credit controller, collection manager & account receivable**

**AWRostomany(Arabian automobile Nissan & infinity )**

**Location:** Dubai, United Arab Emirates

**Company Industry:** Automotive

**Job Role:** Accounting and Auditing

 Reporting to the General Management

 Updating the management & assisting them in accepting credit deals, by evaluating the credit customer according to the

company policy.

 Ascertaining payments are keyed on to the system correctly and promptly and ensuring that all records are kept orderly and

easy to access.

 Processing weekly reviews with the Account managers together with the BDM to clarify the accounts facing any problems.

 Developing age analysis and participate on dispensation of the provisional reports.

 Check and ensure that all cheques and bank remittances are banked daily and Allocate received payment.

 Monitor accounts constantly to identify any potential bad debt, send deadline letters for the bad payer’s accounts.

 Clear orders suspended due to Credit Limit being exceeded or Maximum Order value exceeded and issue copy of invoices

and credit notes.

 Developing cash flow report monthly, lists for overdue invoices, and send it to our clients on monthly bases and send

statements periodically (Fax/ Email /Courier) and ensure that the client has received it on time.

 Assuring reduction of accounts receivable. In the BS business this includes both Unbilled Project and all Billed Receivables.

 Establishing and maintaining effective working customer relationships.

 Ascertaining effective customer relationship to optimize progress billings. Leading the liaison between external customer and

internal project managers to proactively manage the balance between accurate, timely billing and maximization of receipts.

 Leading resolution of disputes with assistance of Field Leaders and Finance Support. Ensure team and individual goals on

dispute reduction/resolution are achieved.

 Manage and administer customer accounts including customer account reconciliations and some direction of application of

unapplied credits/cash payments.

 Identify and escalate defined uncollectible accounts.

 Work on E-Receivables and update invoice comments, follow-up date, promise to pay date.

 Act as control point for business AR specific policies and processes.

 Act as a team member of the Customer Specialist Team.

 Visiting clients to solve problems.

 Make arrangements for legal cases with legal dep. and arrange for provision for dead depts.

**Achievements:**

 Successfully reduced old outstanding and the time for customer credit evaluation for only 2 days.

 Old legal cases solved & outstanding collected.

 Functioned as control point for business AR specific policies and processes.

 Made arrangements for legal cases with legal debt

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June 2006 - June 2011

**credit controller.collection supervisor**

**Juma Al Majid EST**

**Location:** Dubai, United Arab Emirates , DUBAI

**Company Industry:** Contracts/Purchasing

**Job Role:** Accounting and Auditing

 Reported to general manager.

 Updated the payments on the system correctly and promptly and all the records were kept orderly and easy to access.

 Processed weekly reviews with the Account managers together with the BDM to clarify the accounts facing any problems.

 Prepared age analysis and participate on dispensation of the provisional reports.

 Checked and ensured that all cheques and bank remittances were banked daily and allocated received payment.

 Monitored accounts constantly to identify any potential bad debt.

 Sent deadline letters for the bad payer’s accounts.

 Cleared orders suspended due to Credit Limit being exceeded or Maximum Order value exceeded.

 Issued copy of invoices and credit notes.

 Prepared lists for overdue invoices, and sent it to our clients on monthly bases and sent statements periodically (Fax/ Email

/Courier) and ensured that the client has received it on time.

 Actively led the reduction of accounts receivable. In the BS business this includes both Unbilled Project and all Billed Receivables.

 Established and maintained effective working customer relationships.

 Worked the customer relationship to optimize progress billings. Led the liaison between external customer and internal

project managers to proactively manage the balance between accurate, timely billing and maximization of receipts.

 Led resolution of disputes with assistance of Field Leaders and Finance Support. Ensured team and individual goals on

dispute reduction/ resolution are achieved.

 Managed and administered customer accounts including customer account reconciliations and some direction of application

of unapplied credits/cash.

 Identified and escalated defined uncollectible accounts.

 Work on E-Receivables and update invoice comments, follow-up date, promise to pay date.

 Acted as control point for business AR specific policies and processes and as a team member of the Customer Specialist

Team.

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January 2005 - June 2006

**credit controller**

**Kuwait Finance House (car & heavy equipment’s finance) Auto plus.**

**Location:** Muscat &Salalah, Oman

**Company Industry:** Automotive

**Job Role:** Administration

- Make financial analysis for customer from his financial position

- Be sure that deal value installment suitable for customer income.

- Arrange with the customer to submit full documents.

- Following collection for all debts.

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October 2001 - January 2005

**senior credit controller**

**Al Seeb Tech Est. (SARCO)**

**Location:** Muscat, Oman

**Company Industry:** Finance/Economics

**Job Role:** Accounting and Auditing

- Directly report to the finance manager.

- Prepare age analysis and participate on dispensation of the provisional reports.

- Handle overall Supervision & Management of the Branches(5 Branches).

- Preparing reports on monthly and annual basis.

- Make arrangements for all credit facilities forms for all clients.

- Visiting for clients to solve problems.

- Make arrangements for legal cases with legal dept.

**Extra years of experience not listed above:** 1 Years, 7 Months

**EDUCATION**

**Bachelor's degree , Commerce .**

Bachelor of commerce

**Location:** Tanta Egypt

May 1998

**Grade:** GOOD

Bachelor of commerce from 1994 to 1998

**SKILLS**

**Senior credit controller, collection manager & account receivable**

(Expert)

**MS OFFICE .Oracle. Salesforce . Docexpress**

(Expert)

**Oracle ،. outlook ، greenbelt ، power point.**

(Expert)

**LANGUAGES**

**Arabic**

**Level:** (fluent Writing. Reading & speaking)

**English**

**Level:** (fluent Writing. Reading & speaking) **Experience:** More than 17 years

**TRAINING AND CERTIFICATIONS**

**Using the last option in my Job**

**Training Institute:** Oracle . Green belt certificated. Salesforce