

Mostafa Ibrahim Abd Elaziz Mahmoud



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Objective

4 years of experience in collection where I have got a very good experience and learned a lot. Now I'm looking forward to getting a challenging job that can make me more able to take advantage of my experience and my skills in various fields and to apply my courses obtained to be part of new successes.

Education

Bachelor: *Cairo University, Faculty of Arts, History Dept Sep 2012 – July 2016*

Grade: Good

- Amadeus course at Screen Center for training (28 hr).
- Leaders preparation course at Cairo University.
- Ma'an course for prepare young people for the job market at Cairo University

Work History

Collection officer (June 2018- Till now)

Bank Audi

Tasks

- Increase Customers awareness by educating customers on timely payments to minimize delinquency & flow through higher buckets
- Keep track of productivity report showing number of calls , promises kept and broken ... etc
- Responsible for solving the different reasons of disabling customers from paying their dues .
- Identify high risk & skip accounts for referrals to higher level .
- Communicate payment recommendations raised by Supervisor for customers .
- Update calls feedback on Computer Aided Collection System .
- Abide by the Compliance , Credit policies , & local regulatory & legal requirements .
- Meet targets communicated by Collections head to minimize Net Credit Loss .
- Conduct added responsibilities requested by higher level .
- Execute the collections and recovery process . This involves dealing with delinquent customers and possible reschedule arrangements .
- Lead a team of Collection Officers working to optimize debt collection and recovery levels , monitor & control the performance of collections strategies to deliver debt performance targets . Improve collections performance by designing and implementing new processes .

Skills and Languages:

- Arabic (Mother tongue)
- MS Office (Very Good)
- Communication skills
- Presentation skills
- Teamwork
- Passion
- Flexibility
- Deale
- English (Very Good)
- Internet Researcher (Excellent)
- Research skills
- Creativity
- Leadership
- Loyalty
- Problem Solving
- Negotiation skills

Personal information

- **Date of birth:** 5 / 5 / 1994
- **Nationality:** Egyptian
- **Marital status:** Married
- **Military service:** Exempted