

Mahmoud Ayman



Contact

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Personal Details

Date of Birth: 08/05/1993

Nationality: Egyptian

Languages

Arabic: Mother Language.

English: Fluent.

Education

Mansoura University | Accounting Dep. | Bachelor degree in Commerce (English Section) 2015

Objective

Seeking a job in a reputable organization where I would get a Chance to utilize my interpersonal and academic skills to benefit The organization that I am part of its team in addition to improving and upgrading myself.

Experience

Hadaf Al-khaleej Debt collection co. (Emirates Islamic Bank) U.A.E Sharjah

Oct 2023 – present

Responsibilities

- Effectively manage a portfolio of overdue accounts implementing strategies to recover outstanding payments from allocated delinquent customers in line with the required standards.
- Meet the monthly resolution and recovery targets assigned by collecting overdue money.
- Engage with customers professionally, negotiating repayment plans and settlements to clear debts.
- Meet the productivity norms in terms of calls, contacts, payments conversion ratio and the efficiency in terms of intensity and quality of collection follow up to ensure alignment with the required standards.
- Maintain accurate records of customer interactions, payments, and updated contact details.
- Report on collection activity and accounts receivable status to respective Head of Department.
- Adhere to all relevant organizational and departmental policies, processes, standard operating procedures and instructions.

Concentrix (Egypt)

Oct 2021 – Sep 2023

A .Product Support Advisor (Amazon.com)

- Improve customer service experience by creating an engaged team environment that facilitates a culture of continuous service excellence.

- Conduct regular (weekly, monthly) monitoring of service delivery standards to celebrate positives outcomes and identify opportunities for improvement.
- Ensure customer complaints and queries are resolved within agreed turnaround times (TAT), personally managing escalations where needed to assist the resolution.
- Develop and maintain a monthly resource plan to ensure sufficient coverage across the branches.
- Propose, plan and manage\support service Quality projects in line with overall Customer Experience (CX) strategy.
- Manage, motivate and coach teams to support professional development and CX.

B .Candidate Support Advisor (www.jobsatamazon.co.uk)

- Helping candidates submitting their applications including Informing them with all required documents
- Informing candidates with the next step for the hiring process.
- Answering all candidates' concerns before moving to site to start the job.

AL-Senayya Poultry Feed Company (Egypt)

Dec. 2015 – Sep. 2021

General Accountant

- Document and record all daily financial transactions and accounting entries using the accounting software.
- Secure and organize clients' accounts and vendor's accounts with its accounting procedures and process.
- Implement and control the exchange of cash or cheques withdrawn/deposited to the treasury and banks.
- Review the company's bank account(s) and make its required reconciliation.
- Prepare payroll for employees including all types of compensation they gain, along with the rest of the usual accounting activities or processes.

Certifications

- Successfully completed (Preparation of Accountants) including:(Peachtree-Excel Accounting-Book keeping Business English) from 10-9-2015 to 22-10-2015 with General Grade: Excellent

