



# PAOLO D. ALAG

Transportation Coordinator | Collection & Billing Associate |  
Customer Service Specialist

Driven professional with substantial experience in consumer banking, KYC, collections, billing, AML compliance, car rental services, office management, accounting, cash and remittance operations and customer services. Highly skilled at fostering relationships with customers to increase loyalty and retention while improving satisfaction levels. Detail-oriented team player with strong organizational skills and able to handle multiple tasks and projects simultaneously with a high degree of accuracy.

## WORK EXPERIENCES

**EUROGULF MOBILITY GROUP (formerly Europcar Dubai)** January 2024 to Present  
*Transportation Coordinator | Reservation Agent*

- Guided customers through the vehicle reservation process, providing detailed information on rental policies and procedures, resulting in to increase customer satisfaction scores and a boost in repeat rentals.
- Charged with inspecting cars for damage both before and after rentals and recording any discovered damages.
- Used analytical abilities to quickly pinpoint clients' complaints and issues, leading to a positive result in customer satisfaction scores.
- Assigned in keeping an eye on the state of the cars' inventory and making sure they are cleaned and maintained appropriately.
- Effectively closing deals and upselling more than 40 to 70 transfer reservations per day, which increased income.

**REDHA AL ANSARI EXCHANGE (DUBAI)** October 2022 to September 2023  
*Teller | Transfer Clerk | Front Line Associate*

- Managed daily cash flow and successfully balanced teller drawers, achieving a 99.9% accuracy rate.
- Achieved a 90% increase in customer sign-ups for new accounts by utilizing targeted marketing strategies.
- Processed an average of 150 transactions daily, maintaining a 98% customer satisfaction rate.
- Resolved customer issues and complaints effectively, achieving a customer satisfaction rate of over 95%.
- Abreast and keen on all changes and updates on Anti Money Laundering and Know Your Customer (KYC) Policy.
- Maintained strict compliance with banking regulations and audit requirements, resulting in zero audit findings.
- Trained in fraud detection systems, contributing to decreased fraudulent activities.

**EQUICOM SAVINGS BANK (PHILIPPINES)** November 2018 to June 2022  
*Collections & Billing Associate*

- Optimized call scripts and follow-up procedures, leading to a positive increase in successful debt recoveries.
- Negotiated settlements on past-due accounts, recovering Php 700,000 in aged debt over 1 year.
- Achieved top performance in the department by realizing a 90% success rate with delinquent accounts, consistently meeting or exceeding monthly targets.
- Aided in documentation and preparation for client negotiations, laying the groundwork for successful debt recovery strategies.
- Executed rigorous follow-up processes that expedited overdue payments, recovering 90% of balances within 30 days.
- Collaborated with the legal department to facilitate litigation processes.
- Established a collaborative approach with clients to understand their financial situations, which aided in crafting feasible payment arrangements.
- Supported billing operations by organizing client payment records, ensuring a high level of accuracy for audit purposes.
- Utilized credit bureau data, internet searches and other tools to locate customers who have moved or changed contact numbers.
- Created detailed reports on collection activities and debt aging reports.

## CONTACT

**Mobile Number:**  
+971544721344

**Present Address:**  
Flat 1201 Bldg. 59 Al Nasser Restaurant  
Airport Road, Abu Dhabi, U.A.E

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## SKILLS

- Negotiation, Debt Collection & Settlements
- Customer Service Management
- Cash Management & Remittance Operations
- Car Rental Management & Reservations
- Time & Office Management
- Clerical skills, Recordkeeping and Documentation
- Professional Written and Verbal Communication
- Accounting, Billing & Account Reconciliation
- AML Compliance & KYC Analyst (Know Your Client)
- Microsoft Office Applications (Excel, Word, PowerPoint, Outlook)

## EDUCATION

**School:**  
Carlos Hilado Memorial State College

**Course:**  
Bachelor of Science in Business  
Administration major in  
Financial Management

**School Year:**  
June 2014 to April 2018