



SYED RIYAZ

COLLECTION SPECIALIST

ABOUT

A committed collection specialist with ability to perform the debt collections job effectively and efficiently. Well acquainted with a range of technical and analytical skills covering all aspects of debt collection and manage invoicing and payment processing for moneys owed to companies or organizations. Collects accounts in compliance with all applicable regulations and internal performance standards to meet personal and team goal objectives thorough legal and business economics acumen and equipped with excellent interpersonal skills.

CONTACT

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PERSONAL DETAILS

DOB: 15-03-1994

GENDER: Male

NATIONALITY: Indian

MARITAL STATUS: Single

PASSPORT NO: K9173560

VISA: Employment

VALID UAE DRIVING
LICENSE: 20/09/2023

LANGUAGES

English
Hindi
Urdu
Telugu

EXPERTISE

Microsoft office suites-word excel
Skip tracing.
Finnacle, Siggap and
docsafe Internal collection
system Client portal
Handling
Meetings with Clients

SOCIAL

<http://linkedin.com/in/syed-riyaz-a67289167>

WORK EXPERIENCE

1) ACCOUNTS RECEIVABLE

ALWADI HOLDING INTL-DMCC, DUBAI (NOV 2020 - Present)

- Chase overdue invoices by telephone, email & letter within agreed timescales.
- Make sure proper analysis of accounts is done in order to identify overdue payment.
- Negotiate immediate full payments or acceptable and timely payment arrangements.
- Maintain accurate records of all chasing activity.
- Regularly contacting customers to ensure all relevant debts are managed as necessary.
- Offering settlement plans to debtors and getting settlement approved from the management.
- Collection of proper payment receipts from the debtors and update the same in the system and creditor's records.
- Identify changes in payment patterns and propose action to avert indebtedness.
- Monthly portfolio analysis and its presentation to the management.
- Reviewed and maintained all customer information for assigned accounts.
- Responding to telephone inquiries using standard scripts and procedures.
- Locating and establishing contact with debtors by proper skip tracing.
- Ensure that all transactions are compliant with Company's policies
- Handle disputed invoices and negotiate to bring payment within the agreed terms. also highlight disputed accounts to management for further immediate actions.
- Respond promptly and completely to both client and internal enquiries.
- Providing ad-hoc reporting as and when requested by management.
- Ensure monthly processing deadlines are met as required when necessary liaising with solicitors and bailiffs.
- Send out monthly client reports as may be agreed from time to time.
- Skip tracing non-contactable and skip accounts on Google, social websites, other search engines.
- Schedule meeting and in person visits for defaulted accounts as to discuss and negotiates for the payments as well as cash/cheques.
- Other duties as delegated from time to time by the Collection supervisor or any other person designated in their absence.
- Regular review of the company's debt recovery procedures.

2)COLLECTION SPECIALISTS

TAHSEEL- SHARJAH (JULY 2018 - JANUARY 2020)

Portfolio- RAK BANK, ETISALAT & DU

- Chase overdue accounts by telephone, email & letter to ensure dues are collected before the due date.
- Primary function is to help maximize recoveries and minimize losses on Bank's classified (corporate) portfolio.
- Make sure proper analysis of accounts is done in order to identify overdue payment.
- Provide timely follow up on contacted accounts, negotiate immediate full & final payments or acceptable and timely payment arrangements.
- Undertake account reconciliations as required and maintain accurate records of all chasing activity.
- Offering settlement plans to debtors and getting settlement approved from the management.
- Sending settlement letters and confirmation emails to customers.
- Sending payment validations to bank's management and get clearance letter/NOC letter for the settled accounts.
- Tracing non-contactable and skip accounts on Google, social websites, MOL and other job portals.
- Handle disputed accounts and negotiate to bring payment within the agreed terms.
- Respond promptly and completely to customers, client, and internal enquiries
- Preparing daily, weekly & monthly MIS and Cash collection report, provide reporting as and when requested by management and Ensure monthly processing deadlines are met.
- Doing field visits for defaulted customer as to discuss and negotiates for the payments as well as cash/cheque collection from the customer.
- Send out monthly client reports as may be agreed from time to time.
- Skip tracing non-contactable and skip accounts on Google, social websites, other search engines.
- Schedule meeting and in person visits for defaulted accounts as to discuss and negotiates for the payments as well as cash/cheques.
- Regularly review of the company's debt recovery procedures.

3)CUSTOMER CARE SERVICE

KARVY-HYDERABAD APRIL 2017 - MARCH 2018)

- Managing large amounts of incoming calls and customer's inquiries.
- Interacting with the customer's queries resolving their issue.
- Obtains clients information by answering telephone calls.
- Provide accurate valid and complete information by using the rights methods/ tools.
- Preparing and submitting weekly and daily reports to manager.
- Managing and maintaining business information daily.
- Coordinating with admin executives to conduct the course.
- Communicates with customers about the queries and complaints.
- Manages correspondence by answering emails and sorting mail.
- Handles expenses and billing cycles.
- Drafts, format documents.
- Creates agendas and takes meeting notes.
- Maintains communication equipment's by reporting problems monitored multiple databases to keep track of all company.
- Handle customer complaints provide appropriate solutions and alternatives within the time limits follow up to ensure resolution

Computer Hardware 06/2013 to 07/2014

Maulana Urdu Academy, Andhra Pradesh, INDIA

- Responsible for cataloging all hardware issues and reporting them to management.
- Worked closely with management to plan several large computer hardware upgrades.
- Assist with network support and maintenance as related to end-user computers & Installs hardware and software systems
- Demonstrated knowledge using and troubleshooting various applications such as Microsoft Word, Excel, Access, Outlook, and web-based applications
- Assists in the maintaining or repairing of computer equipment.

EDUCATION

Osmania university, Telangana, 2018

Bachelor of Commerce: B, COM (Accounting & finance)

Kakatiya College, Telangana, 2013

Intermediate: CEC (Commerce- Civics)

The SAGS School, Andhra Pradesh, 2010

Matriculation: English -Math's Science

SELECTED ACCOMPLISHMENTS

Appreciated by the management for often being the best performer in HKDC.
Consistent in achieving financial targets set by the both clients and management in HKDC.
Achieved Gold medal in District level Boxing (Hyderabad)
Achieved Silver medal in Osmania University (Hyderabad)
Participated in National Level Boxing (Bangalore)

KEY SKILLS

- Excellent working knowledge of Microsoft office Suites-word and Excel.
- Proficient in computers and pertinent mainframe systems and software packages
- in depth understanding of both commercial and public sector.
- Strong negotiating, counseling, and problem-solving skills.
- Knowledge of the client and product life cycle process.

UNDERTAKING

I hereby declare that the information's given above are true and correct to the best of my knowledge and belief.

SYED RIYAZ