

Hussein Faky

Credit control officer

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Lebanese driving license

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Dynamic and target-oriented credit controller at Barents Re with years of experience in managing internal and external financial operations. Promoted twice with positive feedback from the human resources director. Updated LibanPost collection process by adding a new strategy for maintaining our accrued revenues, which significantly increased the company's profit. Managed to emphasize good relationships between the company I work for and other international corresponding administrations.

Skills

- Interpersonal & communication skills
- Time management
- Analytical and problem-solving skills
- Life-long learner and attention to details
- Reporting
- Arabic, English, and French proficient speaker

Work experience

09/2022 – present **Credit control officer**

Barents Reinsurance international company, Beirut Lebanon

- Recovering money and dues owed by Brokers & cedants to the organization.
- Managing the company's external portfolio by organizing & updating clients list.
- Negotiating payments plans by calls/emails for both Europe, Middle east & Latin America entities.
- Responding to client inquiries & assist in providing terms of credit.
- Issuing statements of accounts, invoices, debit notes & credit notes to

all clients.

- Allocating inward and outward payments.
- Reconciling statement of accounts.
- Provide supporting documentation & breakdown of payments for Banks.
- Respond to internal and external audit requests.
- Schedule meetings with our clients as well as our agencies in Panama, Luxembourg & Cayman Islands.

03/2022 – 09/2022 **Accountant**

CMA CGM shipping international company, Beirut Lebanon

- Tracking incoming cash flows (bank transfer, checks, cash, or bank deposit)
- Allocate proper receipts to its convenient invoices.
- Recording each payment into the general ledger.
- Reporting unidentified and unapplied receipts to optimize unknown credit amounts.
- Using Oracle system to post, track, reverse or apply any invoice/receipt.
- Report late transactions and coordinate with the collections department to reduce unpaid bills.
- Handling bank statements, organizing transactions.

10/2021 – 02/2022 **Customer service manager – remote**

Darscrubs medical uniforms – Kuwait

- Managing many incoming calls and emails.
- Handling customer complaints and inquiries daily.
- Reconciling ledgers and following up with outstanding balances.
- Preparing invoices, quotations, and sales order.
- Keeping a record of customer interaction and details of actions taken.
- Segregating duties and issuing action plans and processes.
- Coordinating with the stores and the warehouse for orders processing.
- Acquiring new businesses.
- Using many softwares like salesforce, Asana, simple booklet, dear and revel.

07/2020 – 03/2022 **International accountant**

LibanPost SAL, headquarters, Beirut Airport

- Chosen between 15+ employees by the Human resources director.
- Managed all external accounting transactions with all countries which are members of the Universal Postal Union.
- Published financial statements in time to ensure proper and timely bank transfers.

- Handled monthly, quarterly, and annual closings.
- Prepared income statement and reported financial health and liquidity.
- Reconciled accounts payable and receivable between designated administration operator and operator of destination.
 - Increased annual revenues by improving follow-up strategies and enhancing system notifications.
- Conducted cyclical audit for financial transactions and documents with many external audit companies operating under LibanPost's group.
- Analyzed financial statements and assisted in decision-making purpose.
- Created and effective data archiving strategy and conducted database backups.

03/2019 – 07/2020 **Corporate sales credit controller**

LibanPost SAL, headquarters Beirut airport

- Chosen between 30+ employees by the Human resource director.
- Managed the collection of the debts from clients and customers.
- Implemented a debt collection strategy for overdue bills and mitigated the company losses.
- Developed and scheduled repayment plans to increase the company's revenues.
- Updated client details and followed up with non-collected waybills.
- Prepared invoices along with supporting documents for debtors.
- Updated daily aging report and analyzed it with board of directors.
- Follow up with the clients, tracking orders, investigating shipping issues, & sending quotations.

06/2018 – 02/2019 **Telesales agent**

LibanPost SAL, Headquarters Beirut airport

- Contacted customers to inform them about our products and services.
- Understood customer inquiries and other sales related issues.
- Made 110+ calls daily to meet sales target.

12/2017 – 05/2018 **Sales & client advisor**

Tommy Hilfiger, Beirut Lebanon

- Involved in advising clients on purchases of Men's, Women's and kids' clothes and accessories.
- Greeting, listening, and assisting clients with their requirements.
- Contribute to the store visual display, ensuring compliance with store standards.
- Following up with the clients and ensuring their satisfaction after the sale.

- Maintain knowledge of current sales and promotions policies regarding payments and exchanges as well as security practices.
- Pricing tickets and assisting customers as they are ready to check out from the store.
- Stocking and replenishing merchandise according to the store merchandising layout.
- Secure all customers details accurately into the CRM system.
- Maximize opportunities to cross and up-sell throughout the product range.
- Overcome any store issues and propose effective solutions.

01/2017 – 11/2017 **Collections department**

Blom bank, Headquarters Beirut

- Informed customers about their overdue bills and rescheduled payment plan to mitigate company losses.
- Handled many sectors like housing, credit cards, cars & personal loans.
- Responding to clients' inquiries & assisting in any service they need.
- Investigate in accordance with the bank's mandate in case of no response.

01/2016 – 01/2017 **Customer care agent**

Spinneys, Baabda

- Provided customers with the best support and service by visiting them and handling their complaints.
- Reconciled daily transactions to ensure accurate closing process.
- Contacted multi-national clients with high communication proficiency.

Education

2017-2019 **Antonine university – Baabda, Lebanon**

- Masters in accounting & Audit

2014-2017 **Antonine university – Baabda, Lebanon**

- Bachelor's degree in accounting & Audit

Certifications

- Entrepreneurship competition – Antonine University.
- Communication skills – LibanPost.
- Accounting and taxes workshop - AOC center.
- English test (92/100) + French test (80/100) provided by Libanpost's learning and development office.
- General accounting course in bookkeeping center.
- Accounting and taxes course in PRO HMZ center.
- Microsoft office course in Mira training center.
- Excel course in achieve and succeed center.
- Terminal dues accounting course from universal postal union in Switzerland.
- Contract wording and re-insurance training
- Accounting fundamentals, Corporate Finance Institute.
- Data analysis in Excel, Corporate Finance Institute. (In process)
- Advanced excel in Formatech institute (in process)
- Costing and budgeting course, Accounting practical academy.
- Several LinkedIn learning courses related to customer service & sales.