



Mohammed Fouad Mohammed El Mahdy

Mobile:	+971 50 3545031
E-mail:	lovemezo785@gmail.com
Address:	Sharjah , UAE
Nationality:	Egyptian
Driving license:	Available
Date Of Birth	25 th Aug 1986
Visa Status:	Employment Visa

Objective:

- To obtain a job within my chosen field that will challenge me and allow me to use my education, skills and past experiences in a way that is mutually beneficial to both myself and my employer and allow for future growth and advancements

Education:

- **2004-2008:** Bachelor of Science in computer programming. Cairo, Al Jazira University.

Work Experiences:

Senior Recovery Officer, Jan 2018 - Present Hadaf Al Kaleej Debit Collection (Tahseel) Sharjah, UAE

- Track down people who owe money from overdue bills and negotiate payment. Usually, this is done over the phone or by mail.
- If that person is no longer at that address or phone number, they may try to track them down using the web, post office or other means. And Once contacted, debt collectors remind people of their overdue bills and do their best to negotiate payment.
- This may mean negotiating a payment plan, or in extreme situations, legal action

Recovery Officer, Oct 2016– Dec 2017 Hadaf Al Kaleej Debit Collection (Tahseel) Sharjah, UAE

- Debt collectors keep track of the debtors to make sure that they are repaying what is owed.

Team Leader / sales assistant, Sep 2014 – Sep 2016
Merchandiser, Liwa Trading Enterprises,
Dubai Mall, UAE.

- Selling products by establishing contact and developing relationships with prospects and recommending solutions.
- Informing customers about new products and new promotions
- Handling customers queries and complaints.

F & B Capitan / Concert Hall, Jun 2013 – Sep 2014
Alya Hotel Resorts
Al Ain, UAE

- Ensure that events run smoothly and the participants and crowd are content and happy.
- Assist in the overall logistical and operational aspects of the event, and job duties may change depending on areas of need.

Call Center Agent / Cashier / American Groups of Companies, Jun 2011 – Jun 2013
Abu Dhabi, UAE

- Answer incoming calls from customers who want to place orders.
- Respond to inquiries, manage complaints.
- Inform customers of the product terms and features and project a professional company image.

SKILLS:

- **Language skills:**
 - Arabic: mother tongue.
 - English: Very good command of speaking and writing
- **Personal:**
 - Computer relationship management.
 - Data analysis.
 - Interpersonal skills.
 - Client retention.
 - Customer satisfaction.
 - Marketing.
 - Social skills.
 - Recoveries.
- **Computer skills:**
 - Microsoft Office: Word, Excel, PowerPoint, Outlook, Windows, Internet, Browsing.

REFERENCES:

I hereby declare that all the particulars stated above are true to the best of my knowledge and belief.