

MINA MAGDY ABDELMALIK

Mobile No: :+971568067564
E-Mail: :mina.magdy4m@gmail.com
Nationality :Egyptian
Resident of :Dubai - UAE
Birth date : septemper 9th , 1989
Gender : Male
Status : Married
Visa : Employment Visa - Mainland
Languages : Arabic, English
Availability : Eligible to work at any country or get visa
Driving License : UAE driving license
Linked IN : [linkedin.com/in/mina-magdy-52b484135](https://www.linkedin.com/in/mina-magdy-52b484135)



**10years of quantifiable experiencein different fields ofwork which I have acquired my excellent experience in
Customer Service & reatial sales**

CAREER PROGRESSION

July 2019 till Now

Debt collection & Recovery Specialist At ALWADI HOLDING INT'L .

- Monitoring accounts to identify overdue payments .
- Finding and contacting debtors to arrange debt payoffs .
- Keeping accurate records and reporting on collection activity .
- Communicate with clients about their accounts.
- Manage portfolios with the aim of maximizing amounts returns .
- Handle financial issues with the debtors and take promises for the payment .

March 2017 till June 2019

Collection Officer at Firist Solution Management .

(Abu Dhabi Islamic Bank - ADIB)

Description

- Collect payments on past due bills.
- Create a list of people who have not made payments.
- Organize list according to severity of delinquency.
- Locate customers using credit bureau information, background checks, loan documents, and other paperwork or databases.
- Call customers using telephone.
- Utilize computer systems to handle skip tracing.
- Listen to customer's story and determine if debt can be collected.
- Record new commitment to repay debt.
- Follow federal and state laws dealing with debt collection.

May 2015 to January 2017

Senior Customer Service Executive , in Orange France Telecom.

Description

- Products example: (telephones , usbs , bundles)
- Make cross selling & up selling with customer .
- Get the sale” using various customer sales methods
- Report and provide feedback to management using financial statistical data
- Meet personal and team sales targets.
- Research accounts and generate or follow through sales leads.
- Attend meeting, sales events and trainings to keep abreast of the latest developments.
- Evaluate customers skills, needs and build productive long lasting relationships.
- Maintain and expand client database within assigned territory.

January 2013 to May 2015

Customer service executive at Etisalat Egypt for telecommunication .

Description :

- To identify customers needs and expectations and serve them in a friendly manner.
- To deliver exceptional customer service through retail experience by providing information on all of du’s products and services to help the customer to make suitable choices.
- Achieve the individual agreed quantitative sales targets for different product and services.
- To contribute to the agreed team quantitative sales targets.

January 2006 to september 2011

Retailsales of Travcotels company, in tourism, in Cruise ship

Description :

- Advises customers by providing information on products.
- Helps customer make selections by building customer confidence; offering suggestions and opinions.
- Documents sale by creating or updating customer profile records.

ACADEMIC CREDENTIALS

- **Faculty of commerce , Accountant debartment , Cairo university.**

PROFESSIONAL COURSES

- Windows
- Microsoft Word, Excel, PowerPoint (ICDL)
- networks administrator
- English course in British council & Achieved level 5 (ILETS)

COMMUNICATION SKILLS

- ARABIC : Mother Tongue.
- ENGLISH: Excellent – spoken and written with ILeTS .

PERSONAL ACTIVITIES AND AFFILIATIONS

- Member – Maan Team for Human Development
- Provide Knowledge and Information about Maan Team Scholarship and related Activities and for Fresh Graduate.
- Member – Skya Elsayy Culture Wheel.

PERSONAL INTEREST

- SPORTS : Football
: Basketball
- TRAVELING : Places Exploration and Discovery.