



# Ahmed Samy Ahmed

Senior Collection Executive

## CONTACT



UAE/DUBAI



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## SKILLS

Extremely motivated  
Target oriented  
Negotiation skills  
Communication skills  
Team player  
Proactively supports  
Open personality,  
Problem solving.  
Ownership of escalations.  
Retention s

## EDUCATION

B. A English section  
Hotels and Touristic Guidance  
Holwan university  
Cairo Egypt

## PROFESSIONAL PROFILE

- 8 years experienced customer service for off-shore accounts. 5 years Gulf experience in developing, defining, negotiating, and closing business deals. self-motivated and top achiever.
- Exceptional communication and networking skills
- Successful working in a team environment, as well as independently.
- A results-oriented, Professional Sales and collection executive with an excellent track record of significantly increasing service quality, sales records
- The ability to follow instructions and deliver quality results.

## WORK EXPERIENCE IN (UAE) DUBAI

### DAMAC Properties

#### Senior Collection executive

AUG 2021 - TILL NOW

- Daily-monthly receive allocated customers to proceed with collection
- check and verify payments status of the allocated customers on the system
- Perform introduction calls, send emails to the allocated customers
- Regular remind customers of the payments due/overdue
- Influence, negotiate and persuade customers to pay the outstanding payments
- follow up with customers for the payments transfer copy, cheque etc.
- Daily update consolidates collection master file with a progress of collection
- Arrange meetings with customers to assist with their queries, issues, requests, for payments collection.
- Perform calls to the customers with instalments payment plan to propose additional discount
- Follow up with team leader for discount approval for the customers
- Coordinate with customer service administrator and cashier to handover payment receipts, transfer
- Attend a daily meeting with team leader to discuss collection progress, issues

## NATIONALITY

EGYPTIAN

## LANGUAGES

ARABIC  
NATIVE

ENGLISH  
FLUENT

### **Du Telecom company (Derby outsourcing)**

#### **Collection executive and credit control**

OCT 2017 - JUL 2021

- Took inbound calls, billing team, offering full explanation for billing sheets of customers' accounts
- Deal with questions efficiently and effectively
- Assist customers due date and amount and how to make the payment to avoid any consequences
- Handle escalations as second line of support
- Achieve personal and team target, consistently exceeding key performance indicators, and team target

### **Careem Car Account**

#### **Customer service Representative**

MAR 2015 - MAY 2017

- Took inbound calls, billing team, offering full explanation for billing sheets of customers account,
- Assist customers in their car reservations and handle their complains through the phone and online chat
- Follow up with escalations to ensure customer's satisfaction
- Supported new comers and frist line of support to maintain service quality level and gaining agreement with customers and make sure issue resolved.

### **Customer Service Representative**

#### **XCEED EMEA Outsource Du**

FEB 2013 - JAN 2015

- Call the customer through the phone and offer our new services, offers for mobile services, new mobile devices, new rate planes including national minutes, international minutes and data package.
- Conducts problem solving and troubleshooting steps
- Assistant team in du enterprise inbound account,
- Handled escalations as **senior line of support**
- Ensuring excellent service fulfilling their requirements
- Shared knowledge of telecommunications technical troubleshooting and billing details products and services