



## PROFILE

Energetic and self-driven professional offering 3.6 years hands on experience in strategic planning and execution along with excellent **customer service** skills and also carrying well experience in **credit control** roles .Strongly capable in building excellent professional relationships with managers & colleagues, adaptable to new roles and environment and promotes teamwork

## JAMSHAD RAHMAN

UAE DRIVING LICENSE    E-mail – [Jamshadrahman7@gmail.com](mailto:Jamshadrahman7@gmail.com)    Mobile - + 971-52-4876999

## CAREERSNAPSHOT

### CREDIT CONTROLLER

#### **DANUBE GROUP**

*Aug/2019 – PRESENT*

One of the leading business group in Middle East & Africa Working as a credit controller

#### *Achievements/Tasks*

- ❖ Responsible for Credit and Account Receivables payment collections follow-ups thru tele-calling.
- ❖ Reviewing current Credit Control System and processing revised policies and procedures.
- ❖ Understanding business process flow and customer analysis.
- ❖ Administration and maintaining of the companies transaction records, procedures and systems, liaising with finance department.
- ❖ Updating accounts with matching discounts and debit/credit notes.
- ❖ Liaising with customers for confirming receipt of invoices, statements, and reminding due dates.
- ❖ Utilize Various Methods to Reconcile Account Discrepancies with Bank or Client statement.
- ❖ Resolve Reconciliation Issues in Timely Manner.
- ❖ Answer Client or Customer Questions regarding Accounts outstanding or any other Discrepancies
- ❖ Knowledge in Orion J11 System.
- ❖ Generating ageing reports, KYC reports on weekly and monthly basis.
- ❖ Verifying Credit Application forms along with the necessary documents before opening an account.
- ❖ Validating Market Reference and Credit Verification on the other credit facilities.
- ❖ Setting credit limit and terms based on the stability of the customer's financial statement.

### CUSTOMER SERVICE REPRESENTATIVE

#### **MPHASIS(Mangalore)**

*Jan/17 – Oct 2018*

It's provides customer service and support for Punjab National Bank

#### *Achievements/Tasks*

- ❖ Manage large amounts of incoming calls.
- ❖ Answer calls professionally to provide information about products and services, take/ cancel orders, or obtain details of complaints.
- ❖ Greet customers warmly and ascertain problem or reason for calling.
- ❖ Keep records of customer interactions and transactions, recording details of inquiries, Complaint's, and comments, as well as actions taken. Process orders, forms and applications.
- ❖ Follow up to ensure that appropriate actions were taken on customers' requests.
- ❖ Refer unresolved customer grievances or special requests to Designated departments for further investigation.
- ❖ Utilize computer technology to handle high call volumes.
- ❖ Work with customer service manager to ensure Proper customer service is being delivered.
- ❖ Opens customer accounts by recording account information
- ❖ Maintain Customer Record by Updating account information
- ❖ Resolve Product or service problem by clarifying the customer complaint; Determine the cause of problem selecting and explaining the best solution

- ❖ Updating All KYC Documents in the System
- ❖ Entering Credit notes thru the system manager's approval.
- ❖ Preparing Proforma Invoices, Commercial Tax invoices and Delivery Notes as per Customer's request.
- ❖ Responsible in creating Salesman ID and updating HR for the record.
- ❖ Knowledge in applying Credit Insurance to the respective Credit Insurance company provider.
- ❖ Preparing Customer's Trading Experience to be submitted to the Insurer along with the Financial Statement from the Customer.
- ❖ Checking Case/Criminal Numbers thru Dubai Public Prosecution Portal.

To solve the problem, Expediting correction or adjustment; Following up to ensure resolution

## EDUCATION

BTECH - Computer Science – Beary's Institute Of Technology, Mangalore, India  
(2010 - 2014)

PUC - Srinivas PU College, Mangalore, India (2009- 2010)

## CERTIFICATION & ACHIEVEMENT

- ❖ Participated in Recent Advanced in Information Technology Workshop Conducted by BGITL Mangalore in 2012
- ❖ Participated in Android Workshop conducted by Finland Labs in 2012

**LANGUAGES KNOWN:** English | Hindi | Malayalam | Tamil | Beary

**IT SKILLS:** MS Word | MS Excel | MS Power point | Online Promotion| Websites

## PERSONAL DETAILS

Date of Birth - 16 April, 1992| Nationality – Indian | Gender - Male