

**Swaleh Ali Mansur**

Dubai, UAE

Mobile: +971553119751

**Profile Summary**

* Knowledge of Microsoft word, windows, MS excel, Internet and Email
* Attention to detail with outstanding communication skill
* Customer Service Experience on Call as well as Face to Face.
* Handling Courier Pickup of Documents one way as well as Return Service.
* Managing Contact Information of Clients.
* Negotiation and conflict resolution
* Involving in Team Discussion.

**Job experience**



 **SR. Customer Service and collection Executive-Azizi Developments (March 2019- Present)**

**Clients include individuals and entities all GCC, UK, US, Australia, Asian and European countries.**

* Manage a portfolio that encompasses freehold properties investment worth average of AED 1.3 billion on monthly basis.
* Handle up to 300 clients monthly basis collecting payments, providing solutions and resolving disputes.
* Consistent follow up with clients for payments and assisting them in transaction through customized online payment links, credit card, cash and cheques
* Prepare monthly reports and projection based on the cold calls and client follow ups.
* Provide complete customer service to clients whilst the construction of their apartments, including DLD Oqood registration, SPA contract signing, and solving complaints gone to DLD.
* Assist client in making requested payment schedules and provide payment methods suiting their preferences.
* Prepare monthly and quarterly projection based on the cold calls and client follow ups.
* Prepare reports and projection for management and mediate on pending client payment issues.
* Sending monthly statements to the customers and following up for the payments, through emails, calls and personal meetings.

**Credit control and collections -Pact employment services (Emaar) (Aug 2018 to Feb 2019)**

* Handle customer inquiries regarding account status as well as research customer's accounts thoroughly and document appropriately
* Escalating and resolving areas of concern as raised by clients.
* Locate and speak to clients to ask about their overdue payments.
* Sending monthly statements to the customers and following up for the payments, through emails, calls and personal meetings.
* Update account status records and collection efforts.
* Collaborate with accountants to correct errors.
* Draft reports on collection activity and accounts receivable status, solve problems and answer inquiries.

**Credit control and collections –Pact employment services (Du) (April 2015 – July 2018) (Call center)**

* Perform research on overdue account balance that is fully or partially unpaid and follows up by mail and/or phone to customers on delinquent payments
* Handle the tasks of reviewing claims denied for payment and underpaid claims
* Perform responsibilities of coordinating collection activities for delinquent accounts by preparing information for external collection agencies or attorneys
* Handle customer inquiries regarding account status as well as research customer's accounts thoroughly and document appropriately
* Responsible for maintaining information regarding collection activity of account accurately into the billing system
* Perform the tasks of updating recurring issues to the collection Team leader
* Perform responsibilities of arranging installment plans with debt management agencies.
* Arranging Meeting with Client in order to Explain the Bill whenever required.
* Establish trusting relationship with customers

**Bake ‘N’ Bite (May 2013 – January 2015)**

**Credit Control Assistant**

* Calling and checking customer's orders
* Sending monthly statements to the customers and following up for the payments, through emails, calls and personal Advise on any necessary credit notes
* Dealing with internal queries about payments
* Ensuring customers pay on time
* Preparing proposals for debt collection
* Handle the tasks of reviewing claims denied for payment and underpaid claims
* Solving customers complain
* Updating and monitoring CRM
* Implementation of any other duty assigned from time to time by the credit controller

**Nawal Centre (1 year 2012 – 2013)
Customer Service Representative**

* Open and maintain customer accounts by recording account information
* Attract potential customers by answering product and service questions
* Maintains customer records by updating account information
* Resolves product or service problems by clarifying the customer`s complaint
* Manage large amount of incoming calls
* Contribute to team effort by accomplishing related results as needed
* Handle complains, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
* Ensure the expectations of our customers are met to achieve the desired standards
Attracts potential customers by answering product and service questions

**Educational**



Ziwani Primary School – 2006

Khamis Secondary School – 2012

Computer Course: Today Computer Training Centre - 2012

**Personal information**



Date of Birth: 2nd June 1991
Religion: Muslim
Visa: Visit Visa

Nationality: Kenyan

Marital Status: Single
Language Spoken: English,Swahili and ArabicEmail: swaleh.ali.sa@gmail.com
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**Reference:**

Will be pleased to provide upon request