

Has over 6 years experience working as Collection Specialist, Insurance Officer & Admin Assistant, Corporate Operation Officer, Retail Collection Officer and Customer Care.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 20/09/1987
Gender : Male
Marital Status : Single
Residence : Giza, Cairo

EDUCATION

: Faculty of Law, Cairo University, 2009

LANGUAGES

Arabic : Native Language
English : Good

COMPUTER SKILLS

: Windows, MS Office, Internet

TRAINING COURSES AND CERTIFICATIONS

: Microsoft Office Certification from Virgitech.
: Intermediate level of General English Course (level 5), MINISTRY OF DEFENSE LANGUAGE INSTITUTE.

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Jun. 2017 till now
Employer : Barq Systems
Job title : Collection Specialist

Dates : From Jan. 2016 till May 2017
Employer : National Egypt (import-export)
Job title : Insurance Officer & Admin Assistant
Job Description :

- Follow up issuance & claims insurance and preview insurance policies.
- Perform data entry & open, sort and incoming correspondence.
- Receive & send and handle all mails from factories.

- Responsible for file management (preparing files, archiving, E-Filing, Scanning).
- Maintain office supplies for department.

Dates : From Jun. 2015 till Dec. 2015
Employer : Delta Life Insurance
Job title : Corporate Operation Officer
Job Description :

- Issuing and renewals corporate life insurance policies (term, decreasing term and endowment).
- Prepare offers to show new client.
- Administrate any changes that happen to the account whether adding or terminating employees and any change in salary by system (G-life or Microsoft Excel).
- Dealing with clients (firms or Bank) and releasing invoices & receipts.
- Sending requirements to Bank branches to complete applications.
- Reporting to corporate manager.
- Dealing with clients through phone calls and meeting them to receive requests.
- Following up underwriting medical requirements.
- Calculating the broker commissions and ensuring their subsequent payments.
- Preparation of the billing and collection of premiums.

Dates : From Mar. 2011 till Feb. 2015
Employer : Arab African International Bank (Out Source)
Job title : Retail Collection Officer, Customer Care
Job Description :

- Follow up & control the daily collection mission such as personal loans, car loans, credit cards.
- Sending legal warning letters to some customers.
- Trying friendly settlement & reconciliation and Debt rescheduling.
- Responsible for handling hardcore accounts and recovering write-off accounts.
- Writing correspondence, making telephone calls or face to face meetings in or out doors.
- Handling defaulted customers and Negotiation for payment plans.
- Writing reports on a daily / weekly / monthly and providing collection manager with feedback about quality of performance.