

## MICHAEL MAGDY WILLIAM



### CONTACT

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📍 Emirates, Dubai

### PERSONAL DETAILS

Date of Birth : 15/03/1992

Marital Status : Single

Nationality : Egyptian

### SKILLS

Strong communication and negotiation skills- creative reliable confident and dynamic

Ability to work individually and as co-operative team member

Able to work under pressure and meet deadlines

Willing to work extended hours

I am always active and excited to learn new skills

I work with the team offering innovative solutions to our clients.

### OBJECTIVE

Ambitious and hard-working, with extensive individual skills and experience in marketing and sales. capable of project management. I deal with many tasks on a daily basis, and bear the pressure of work. One of the most important strengths of communication I can build strong relationships with people and strive to reach the best results.

## EXPERIENCE

Jibril for banks services

2018 - 2021

Collector

Monitor accounts on a daily basis

Identify outstanding account receivables

Investigate historical data for debts and bills

Take actions in order to encourage timely payments

Process payments and refunds

Resolve billing issues

Resolve customer credit issues

Contact clients and discuss their overdue payments

Update account status records

Prepare and present reports on collection activities and progress

## **Al masrya for collection and services**

2014 - 2018

Collector

- .Diagnosed customer's financial hardships and offer them help
- .managed consumer accounts and kept tracks of their payment arrangement
- .keep tracing for old customers with by all the tracing tools

## **Orange**

2011 - 2013

Customer services agent

- Conducting face-to-face, mobile, or even email interviews
- help customers to manage their accounts

To identify the extent of customer knowledge of the services and products which provided by the company

- Preparing periodic reports showing the extent of customer satisfaction

## **EDUCATION**

**Faculty Of Arts History Department**

2014

2013

English course

2014

ICDL