

Mohammed Islam

M08, Meena Bazaar, Near Al Fahidi, Metro station

Mob: 058-953 8404, 0562881930

Email: isham456545@gmail.com



Professional Summary

Dynamic and motivated professional with a proven record of generating and building relationships, managing projects from concept to completion. Making critical decisions during challenges. Adaptable and transformational leader with an ability to work independently, creating effective presentations, and developing opportunities that further establish organizational goals.

Core Qualifications

- Experienced provider of exemplary banking customer service
- Constantly updated knowledge of FDCPA and state regulations
- Comfortable executing and adhering to loan collection policies and procedures
- Capable of dealing with bank and customer related queries and bringing issues to satisfactory conclusions
- Familiarity with fair debt collection practices account service procedures as well as procedures and policies behind loan collection.

UAE Work Experience

SALES COORDINATOR, JK GROUP OF COMPANY- GALLERY FOODS AND BEVERAGES LLC (JAN 03-2019 – JAN 10-2020)

- Managing all the sales related activity of the company.
- Tracking sales orders to ensure that they are scheduled and sent out on time.
- Effectively communicating with customers in a professional and friendly manner.
- Ordering and ensuring the delivery of goods to customers.
- Supporting the field sales team.
- Carrying out administrative tasks such as data input, processing information, completing paperwork and filing documents.
- Organizing sales promotional campaigns.
- Speaking with customers using clear and professional language.
- Resolving any sales related issues with customers.
- Making follow-up calls to confirm sales orders or delivery dates.
- Responding to sales queries via phone, e-mail and in writing.

COLLECTION OFFICER,

Hadaf al Khaleej Debt Collections TAHSEEL (September 2017 – July 2018)

- Review collection queue to perform collection activities accordingly.
- Close a specific number of collection accounts each month to meet assigned target.
- Contact debtors and implement repayment schedules and terms.
- Assist the company to take legal action against debtors by providing necessary information.

STORE KEEPER,

DMSCO- MEDICAL CORP.- SAUDI ARABIA(November 2012 to June 2017)

- Supervise warehouse operations and oversee employees
- Contact vendors and responsible for returning damaged goods to vendors
- Responsible for receiving all shipments of products and store them in organized manner
- Track inventory of products on shelves and storage unit
- Order and receive supplies, contact vendor to discuss discrepancies against purchase orders.
- Stock department storerooms, adjust min and max par levels in a automated inventory system

Education and Training

- **BBA, (Business Administration) – Thiruvalluvar University.**
- **Government Higher Secondary (Computer Science)**

Skills

- In-depth knowledge of collection procedures
- Strong verbal and written communication skills
- An experienced and hardworking collection officer with extensive knowledge
- Able to work in a team as well as alone
- Capable enough to work a number of hours per day

- Able to work in a stressful environment
- Skilled in achieving the performance related targets
- In-depth knowledge of products related to the banking
- Skilled in collecting

Hobbies and Interests

Tech Hobbies (Computing), Puzzles Games, Social Hobbies (Mentoring)

Personal Details

Nationality	: Indian
Date of Birth	: 01.08.1991
Sex	: Male
Marital Status	: Married
Languages Known	: English, Malayalam, Tamil, Hindi, (Arabic-Average)

Passport Details

Passport No	: R2021650
Visa Status	: Own Visa

Declaration

I hereby declare that the above furnished details are true to the best of my knowledge.

Yours Sincerely,

MOHAMMED ISHAM