

# AMR MOHAMED TABANA

SENIOR COLLECTION & LEGAL OFFICER

## PROFILE:

- Worked with a portfolio of delinquent accounts to assist in their inquiries, complaints, billing questions and payment/extension service requests.
- Setting up payment and agreements over the phone.
- Processed skip tracing routing clients and performed asset management activities that promoted customer goodwill and retention

## Educational Background:

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- **Radio Communication for Radio Institute**  
1998-2000

Alexandria, Egypt

- **Diploma of Commerce** 1998

Alexandria, Egypt

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## Work Experience:

### SENIOR COLLECTION & LEGAL OFFICER

#### CASH BACK LOANS & OVER DUES RESCHEDULING SERVICES LLC

Collector Recovery Agent of NOOR Bank, ADCB Bank  
DUBAI First Bank, ADIB Bank. Expat & Local  
Dec 2017 up to present

### Duties & responsibilities:

- Worked with a portfolio of delinquent accounts to assist in their inquiries, complaints, billing questions and payment/extension service requests.
- Setting up payment and agreements over the phone.
- Processed skip tracing routing clients and performed asset management activities that promoted customer goodwill and retention

### ACTIVE & RECOVERY AGENT

#### EMIRATES NBD Bank, Citi Bank & Commercial International Bank CIB

ABU Shady Law Firm Office

Jan 2012-July 2017

### Duties & responsibilities:

- Responsible for the collection of debts prior to legal recovery proceedings commencing, negotiating

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Sharjah, UAE

- Work well under pressure as part of a team
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- Well-groomed appearance

- Polite, respectful, and courteous manners

- Responsible, efficient, and flexible

- Ability to work in a fast-paced, intense environment smoothly
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## Computer & Linguistic Skills

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- ✓ MS Office Applications
- ✓ Excellent Knowledge