

## AMAR DOMINIC D'CRUZE

FLAT 1105

PAKISTAN SUPERMARKET BUILDING

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### Personal Details t

Date of Birth : 22<sup>nd</sup> August 1980  
Marital Status : Married  
Languages Known : English, Hindi and Bengali  
AI Passport : T4377101/ Expiry Date-20/12/2030  
UAE Visa : Spouse Visa//Expiry Date- 05/07/2024  
Nationality : Indian

### Academic Qualification

- St. Xavier's College Calcutta University (1998 – 2001)  
Bachelor of Commerce  
Major in Accounts
- Computer Diploma from NIIT (2001)

### IT Skills

• ERP – Tally,	• MS Office (Advanced Excel/Word/PowerPoint)
• V- Lookup. Rocket Reach, Orion	• Typing Speed- 32 wpm

### Employment Details

#### Car Taxi Services (August 2022 – 6 Month Contract)

##### People & Culture Coordinator- Shared Services

##### Al Ghurair Investment Limited- Dubai

Articulate and implement on-boarding and off boarding activities.

Coordinate & Support processes and activities across the team

Implement and Data Management System for Data accessibility.

Review and analyse monthly (Joiners and Leavers) and update system

Scanning all documents (PP, DL, EID, RTA Card Photo, etc) and update on the system

Assist HR manager with Medical Insurance, maintain employee records and provide administrative support.

#### MH Enterprise, Dubai (August 2021 – December 2021)

##### Collections/ Customer Service

##### Key Result Areas

- Make follow up and reminder calls to defaulting customers with long over-due accounts with the Credit suspending accounts to prevent future bad debt for the company. Proceeding legal with the cheque bounced customers.
- Orion application is used for checking all history for the customers and passing the entries
- Attending all inbound calls made by the customers and resolving customer queries
- Coordinating with the sales team in case of any sales disputes received from the customer
- Keeping a regular follow up by doing outbound calls.

## Gulf Worldwide Distribution, Jebel Ali (November 2013 – August 2021)

### **Collections**

#### **Key Result Areas**

- Handling a portfolio of 15 MM US dollars
- Region- Mexico, Algeria, India, Pakistan, Bangladesh, U.A.E, Nigeria, Egypt, Romania, Russia and many others.
- Make follow up and reminder calls to defaulting customers with long over-due accounts with the Credit suspending accounts to prevent future bad debt for the company. Proceeding legal with the cheque bounced customers.
- Preparing the weekly productivity tracker and conducting weekly sales-collections meeting.

#### **PRO / Facility and HR Management and Reception**

- Liaising with the JAFZA office for renewal of Trade License, Tenancy Contract, Accommodation for employees, visa renewal, car registrations etc Greet guest as they arrive at office also answering inbound calls while in reception.
- Managing all office and material supplies to maintain office stationeries & stock
- Vendor management, document maintenance and renewal of vendor agreement
- Arrange for Fire Fighting, First Aid, EHS, Safe handling of heavy materials training to the employees
- Front Office cum Receptionists and applying for gate pass for people visiting our office (as office situated in Jebel Ali Free Zone area)
- Taking Interviews for new candidate salary preparation for UAE and India team

## GENPACT (August 2009 - November 2013)

### **Collections**

- Worked as a Credit Controller with LN-UK collections. (Aug 2009 Dec 2011)
- Make follow up and reminder calls to defaulting customers with long over-due accounts with the Credit suspending accounts to prevent future bad debt for the company.
- Coordinating with the sales team in case of any sales disputes received from the customer
- Keeping a regular follow up by doing outbound calls.

#### **Key Result Areas**

- Make follow up and reminder calls to defaulting customers with long over-due accounts with the Credit suspending accounts to prevent future bad debt for the company.

#### **Highlights in Genpact India:**

- Business visit to London for two months for transition of the AR Process
- Rewards & Recognition
  - Awarded with Process Excellence Award in the Last Quarter in 2010
  - Awarded with Team Player Award in the 1st Quarter in 2011
  - Awarded with Team Player Award in the 1<sup>st</sup> Quarter in 2012

Preparing the daily productivity tracker and the monthly dashboard for the entire team

## Dell International (March 2006 - September 2007)

- Worked in the Collections Department
- Handling a portfolio of 14-15 Million USD for Large Corporate Business Customers
- Following up with the Accounts Payables for the outstanding amount due to Dell.
- Handling overdue accounts which are due by 31 days and more.
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- Handling overdue accounts which are due by 31 days and more.

## e-Serve, Citibank (October 2003 - March 2006)

#### **Agency Manager, Collection**

- For e-Serve International Service (An affiliate of Citibank Overseas Investment Corporation)
- Handling the agency for the collection of Credit Card Payments, with monthly target of Rs1.70 Cr. (Buckets 2-5)
- Preparing monthly Agency Paperwork (Targets, Call audits, Number of visits)

#### **Asset Management and Office Administrator**

- Housekeeping/Office Maintenance/Receptionist and Front Offices

## Extracurricular Activities / Hobbies

❖ Meditation, Yoga and Fitness	❖ Healthy Cooking	❖ Interested in Playing the guitar
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## References (*Details on Request*)

▪ Mr. Linu Chandran - Head of Accounts Department Gulf Worldwide Distribution FZE	▪ Mr. Pinaki Burman Asst. Manager Finance Royal Bank Limited
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**Yours Sincerely,**

**Amar Dominic Dcruze**