



ABBAS HAIDER

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Credit Controller: Proficient in running successful method-oriented operations and taking initiatives for business excellence through process improvement

[Collection Management | Accounts Receivable Credit Control & Administration | CRM (REAL ESTATE)]

Location Preference: India/ Delhi NCR

A focused professional with **over 12 years** of experience

Profile

- Exposure of managing various Accounts Receivable (AR) projects from a business owner perspective including concept development, requirement identification, user acceptance testing from a process and operational standpoint
- Having sound working knowledge of various Systems like Oracle, Peach Tree and Nebras
- Excellence in handling credit processes involving analysis & appraisal of proposals, in-depth study of documents for sanction / rejection of application and disbursal as per credit policies
- Supervised operations of the Accounts Receivable (AR) section with focus on ensuring efficient processing (payment allocation, reconciliation and month-end reporting) of company receivables and timely collection in accordance to company policies
- Proven expertise in analyzing financial data & statements to determine the degree of risk involved in extending credit / lending operations
- Resourceful at maintaining relationships with clients to achieve quality product and service norms by resolving their service related critical issues
- Possess excellent interpersonal, analytical & negotiation skills; integrity with strong records of achievement of targets & excellence in customer relationship management



Active Listener



Communicator



Collaborator



Thinker



Innovator

SOFT SKILLS

CORE COMPETENCIES

- | | | |
|---|---|---|
| <ul style="list-style-type: none">• Collection Management• Finance & Accounts• Customer Servicing | <ul style="list-style-type: none">• Credit Control & Administration• Risk Management• Documentation & Reporting | <ul style="list-style-type: none">• Team Management• Accounts Receivable• Cash Management |
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ORGANIZATIONAL EXPE

May 19 Till Now
Jan'17 to April -19
Nov'13 to Sept'15
Jan'07 to Oct-13
Aug'04 to Nov'06

Ecoss Mobility & Hospitality Pvt Ltd as Assistant Collection Manager
Tdi Infrastructure, Delhi as Assistant Collection Manager
Al Sahraa General Transport, Abu Dhabi as Collection In-charge
Paramount Leasing & Car Rentals, Dubai, United Arab Emirates as Accounts officer.
FAST Rent a Car, Dubai, United Arab Emirates (www.fastuae.com) as Debt Collector

KEY RESULT AREAS:

- Supervising operations of the Accounts Receivable (AR) section with focus on ensuring efficient processing (payment allocation, reconciliation and month-end reporting) of company receivables and timely collection in accordance to company's policies
- Coordinating and following-up with customers & sales teams for the collection of overdue and long outstanding accounts
- Interfacing with subordinates, sales personnel, cheque collection agencies and partner bank personnel to ensure compliance with establishing practices as well as drive the implementation of new policies
- Developing & recommending operating policies & procedures for the Accounts Receivable (AR) section
- Ensuring proper recording and application of cash, management of outstanding invoices; directly interfacing with customers on collection matters and resolution of disputes
- Managing processing of Accounts Receivable (AR) including posting and balancing of daily cash applications, preparing journal entries, filing of records and general account reconciliations
- Assisting in special projects that includes analysis of receivable accounts, investigation of entries and preparation for audits
- Assessing the creditworthiness of the prospective customers to extend financing facility after studying client's portfolio details and taking adequate steps to ensure timely receipt of payments & debt recovery
- Locating and notifying customers of delinquent accounts through mails, telephone or personal visits
- Interviewing the customers to identify reasons for overdue payments; review the terms of sales, service of credit contracts and advising accordingly on repayment methods
- Preparing reports, purchase orders, debit notes, credit notes, reconciliation of bank accounts, debtors account, creditors account and other ledgers
- Resolving promptly their queries, complaints or problems to ascertain customer satisfaction
- Facilitating customer experience and ensured provision of comfortable, informative & hassle-free shopping environment by complying with visual merchandising theme, visual merchandising principals and set standards

Highlights:

- Reduced overdue collection instances in key accounts by 40% in year through measures such 3 million which was due since 2007 to 2013
- Managed major client issues such as Dodsai took effective steps such as continuous follow up & Meeting with the top management to resolve the same.
- Honored with Awards / Appreciation Letters for your contribution in Popular Leasing & Car Rentals
- Provided information on financial status by preparing special reports such as collection Report, Necessary Action Required report to collect dues from the clients
- Decrease Company outstanding in large volume implemented the policy of credit application to decrease the risk of Bad Debts.

EDUCATION

2001 Bachelor of Business Administration, Unity Management College, India



IT SKILLS

- Proficiency in:
 - MS Windows, MS Office Suite (Word, Excel & PowerPoint) from Aptech, Allahabad, India
 - Oracle, Peach Tree, and Nebras, Sap

Excel
MS Office
PowerPoint
Word
MS Windows
Peach Tree
Nebras
Oracle

PERSONAL DETAILS

Date of Birth: 5th January 1979
Languages Known: English, Urdu and Hindi
Marital Status: Married
Nationality: Indian
Driving License: UAE Light Vehicle
No. of Dependents: 3
Passport No.: L1181043