

# SHAKEEL TARIQ

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## CARRER SUMMARY

A professional with 20 years of work experience and specialist in accounts receivable (Debt recoveries) with a demonstrated history of working in the banking and financial services industry.

Experienced in deals closing and negotiations, Trade finance, Operations management, Business development, Customer relationship management (CRM), Debt restructuring, Debt recoveries, B2B debt recoveries, and customer service operations.

## WORK EXPERIENCES

### **BIN JAN GROUP**

**NOV 2016 - OCT 2021**

#### **MANAGER : Business development & Accounts receivables (Debt recoveries)**

The job role is to build new business opportunities and to utilize the existing lines for expansion of businesses. Procure major projects for continuity of business. Also managing and supervising team of account receivables (Debt recoveries) for the whole group whilst maintaining professional relationships with our existing and new clients.

### **WESTFORD TRADE SERVICES, (STEEL INVEST JERSEY GROUP)**

**JAN 2015 - NOV 2016**

#### **MANAGER : Trade finance & Accounts receivables (Debt Recoveries)**

As a manager the job role was to manage and provide structured trade finance facility to our existing and new corporate clients doing business in import and export of multi commodities in local & International markets. Also managed company accounts receivables (Debt recoveries) to recover outstanding or delayed payments.

### **UNIFIED CREDIT SOLUTIONS, DMCC-DUBAI**

**JAN 2013 - DEC 2014**

#### **OPERATIONS MANAGER KEY ACCOUNTS: Credit risk & B2B Commercial debt recoveries**

As operations manager key accounts the job role was to coordinate and supervise the provision of a professional pre-litigation debt recovery service for our clients across the Middle East, UAE & Pakistan.

### **MCB BANK LTD, DUBAI**

**(EXECUTIVE ASSISTANT TO CHAIRMAN)**

**MAY 2012 - DEC 2012**

As an executive assistant the duties were to manage complete chairman office taking minutes and distributing accordingly to board members, Attending and organizing meetings for and on behalf of chairman, Managing daily diary, Traveling and scheduling travel arrangements, Driving for chairman personal meetings and for his family.

### **HSBC BANK, DUBAI**

**MAY 2010 - APR 2012**

#### **Senior field officer Collections & Recoveries (Multi Products)**

As a senior field collection officer worked on all the bucket cases from Bucket 1 till recovery and write-off. Handled skip tracing cases and achieved monthly targets.

### **BARCLAYS BANK, DUBAI**

**NOV 2008 - APR 2010**

#### **Field officer Collections & Recoveries (Multi Products)**

Worked on all bucket cases from bucket 1 till bucket 6. The job also included coordinating with recovery and legal

department for cases, skip tracing customers searching for their new addresses and updating in the bank system. Resolving the cases within TAT 48 HRS as per the procedure and achieving monthly targets to earn incentives.

**BARCLAYS BANK, DUBAI**

**SEP 2007 - NOV 2008**

**(Sales support) Vigilance officer & Complaint coordinator for Credit cards department**

**Vigilance Officer**

- Rechecking the applications after pre-screening done by loans and credit card departments before submitting to the processing team.
- Checking applications in the banking system for blacklisted customers and companies to avoid fraud.
- Checking in banking systems software Prime, Tracker and assuring the applications are not duplicated or submitted earlier by other DSA. Also assuring applications details entered correctly in bank system.
- Forwarding applications to credit department for processing Loans and Credit cards after a final decision at our end.
- Checking customers applications status in the banking system for eligibility, approvals, declines and assigned program and limits.

**Complaint Coordinator**

- Taking customer's complaints about Credit Cards and loans through phone and email by Bank net.
- Resolving complaint within TAT set 24Hrs.
- Coordinating with bank various departments to resolve customer complaints that are related to their concern departments
- Maintaining complaint MIS, Keeping complaints records and entering on monthly complaint MIS.
- Sending complaint MIS to assign Superiors and to complaint department heads and managers.
- Sending complaints to related department managers and staff to resolve it within TAT.
- Handling DSA complaints and issues and resolve them within TAT.

**NETWORK INTERNATIONAL, DUBAI**

**(EMIRATES BANK GROUP)**

**MAY 2004 - AUG 2007**

**Customer service coordinator & Credit cards processing team member**

- Maintaining effective coordination between the cards embossers, call center and the external customers which were Local and International Banks.
- Managing complete operations for successful and timely dispatch of banks cards to all external customers
- Attending clients queries & complaints of external customers pertaining to the status of their cards
- Ensuring adherence to the EMV (Euro Master Visa) standards
- Performing due diligence to check for fraud cases.

**ABN AMRO BANK, DUBAI**

**(Customer Service Coordinator)**

**APR 2003 - APR 2004**

- Overseeing credit cards operations and dispatch department
- Maintaining service orders for delivery of credit cards as per (SLA) Service level agreement
- Monitored customer complaints and resolving within 24 hours
- Replying customers complaints through email on a daily basis
- Maintaining stock ledger on a daily basis

**CHINESE COMMODITIES CITY, DUBAI**

**APR 2000 - MAR 2003**

**Executive admin & Stock sales distribution**

- Managing sales and marketing operations in the organization.
- Managing customer orders and delivery as per (SLA) Service level agreement.
- Achieving sales targets on a monthly basis.
- Maintaining a proper distribution & ledger according to customer needs.
- Managing bank transactions and maintaining the cash and stock register.

- Managing overall warehouse management and in charge of stocks control by performing regular stock count and distribution of stocks to retailers and wholesalers.
- Reconciliation of book stocks v/s physical stock on daily basis and issues updated receipts of stock.

#### **QUALIFICATION**

- MBA in Business Administration & Finance from University of Karachi (Pakistan)
- B.COM in Business Administration & Commerce from University of Karachi (Pakistan)

#### **CERTIFICATION**

- Compliance, AML & KYC training from Barclays Bank
- Language for Business Meeting from Global Training Centre (Part of Emirates NBD Bank)
- Customer Service training from Nadia Institute Dubai year 2004
- Computer Hardware & Networking diploma from (NIIT) Dubai, U.A.E year 2000
- Proficient in Microsoft Office Package - Ms Word, Excel, Power point, Outlook
- Proficient in Apple MAC operating systems training - Pages, Numbers, Mail, Keynote

#### **LANGUAGE PROFICIENCY**

English, Arabic, Urdu, Hindi, Punjabi

#### **OTHER INFORMATION**

A Professional with more than 20 years of work experience within UAE. Born and raised in Dubai,UAE. But currently in Pakistan due to personal reason. Can provide Immediate joining upon selection.

Also, holding valid UAE & Pakistan driving license.