



MUJTABA KHIDIR

Introduction






Understand, Plan, & Get Things done.

I'm an experienced accounting & banking professional, commercially driven, with an international multicultural mindset.

Objective

To be in an influential position in an accounting, banking, or financial management functions, where I can make full use of my skills & expertise & get into bigger challenges.

Contacts

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 <https://linkedin.com/in/mujtaba-khidir/>
 29 Years old, single, Sudanese

Languages

English  C1
Arabic  Native

Skills

- Debt collection
- Attention to details
- Portfolio management
- Teamwork
- MS Office PowerPoint / Excel Expert
- Negotiation skills
- Rescheduling/Restructuring
- Project & risk management
- CS coordination
- Statistical Analysis & Forecasting
- Customer Service/Coordination
- Sales, Controlling & Performance Reporting
- MS office

Interests

Cultures, travel, football, aviation, photography

Professional Experience

AKSONS GENERAL Tr. LLC – Tele-Sales Advisor

Responsibilities:

- Handling sales calls inbound/outbound calls.
- Collection and filtering data for prospect customers.
- Adaptive to market changes (promotions and offers).
- Achieving monthly targets regularly.



AKSONS GENERAL Tr. LLC – Senior Collections Officer

Responsibilities:

- Preparing work to be accomplished by gathering and sorting documents and related information.
- Ensure that all activities duly carried out including blocking/unblocking, dunning letters, emails, and field visits.
- Obtaining revenue by verifying transaction information, computing charges and refunds, preparing and mailing invoices, identifying delinquent accounts and insufficient payments.
- Collecting revenue by reminding delinquent accounts, notifying customers of insufficient payments.
- Preparing financial reports by collecting, analyzing, and summarizing account information and trends.
- Maintaining accounting ledgers by posting account transactions.
- Verifying accounts by reconciling statements and transactions.
- Resolves account discrepancies by investigating documentation, issuing stop payments, payments, or adjustments.
- Maintaining financial security by following internal accounting controls.
- Securing financial information by completing data base backups.
- Maintains financial historical records by filing accounting documents.
- Contributes to team effort by accomplishing related results as needed.

DUBAI ISLAMIC BANK – Senior Officer (Collections & Credit Control)

Areas of experience within dept.:

- SME Collections Full portfolio.
- Credit Card Collections Recoveries.
- Retail collections BK 2, 3, 4, 5, 6 and write-off.



Responsibilities:

- Follow up accounts where settlement plan is done and ensure the plan is followed.
- Ensure that all activities duly carried out including blocking/unblocking, dunning letters, emails, and field visits.
- Ensure all credit cards involved are permanently blocked, cancelled, and closed.
- Ensure that settlements are offered and executed only as per approved DOA.
- Initiate criminal/civil cases on CIF level wherever necessary.
- Ensure that all accounts are thoroughly followed up as per allocation assigned and cases flagged appropriately as per default reason and skip as when identified correctly before month end.
- Ensure all cases under my custody are covered with legal actions and/or transferred to collection agency in line with collection policy.
- Reviewing the repossession and criminal cases.
- Usage of approved standard abbreviations whilst updating intellect collection system and correct information updated.
- Ensure that customer's complaints are at bare minimum and if any should be addressed and resolved within 24 hours.
- Display initiative by suggesting improvements to existing process.
- Provide support and guidance to other colleagues in the team when required.
- Ensure to monitor my daily, weekly and monthly performance across buckets with team leaders.
- Communicate with other units to resolve operational or customer related issues.



Education & Certificates

2014

- BBA Accountancy – American University In The Emirates, UAE



References

Available upon request



الجامعة الأمريكية في الإمارات
American University in the Emirates