



PROFILE

Energetic and self-driven professional offering 3.2 years hands on experience in strategic planning and execution along with excellent **customer service** skills and also carrying well experience in **credit control** roles .Strongly capable in building excellent professional relationships with managers & colleagues, adaptable to new roles and environment and promotes teamwork

JAMSHAD RAHMAN

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CAREER SNAPSHOT

CREDIT CONTROLLER

DANUBE GROUP

Aug/2019 – PRESENT

One of the leading business group in Middle East & Africa Working as a credit controller

Achievements/Tasks

- ❖ Responsible for Credit and payment collections follow-ups thru tele-calling.
- ❖ Reviewing current Credit Control System and processing revised policies and procedures.
- ❖ Understanding business process flow and customer analysis.
- ❖ Administration and maintaining of the companies transaction records, procedures and systems, liaising with finance department.
- ❖ Updating accounts with matching discounts and debit/credit notes.
- ❖ Liaising with customers for confirming receipt of invoices, statements, and reminding due dates.
- ❖ Knowledge in Orion J11 System.
- ❖ Generating ageing reports, KYC reports on weekly and monthly basis.
- ❖ Verifying Credit Application forms along with the necessary documents before opening an account.
- ❖ Validating Market Reference and Credit Verification on the other credit facilities.
- ❖ Setting credit limit and terms based on the stability of the customer's financial statement.
- ❖ Updating Trade licenses, owner/shareholder's passport, visa page, TRN registration, Chamber Certificate, Bank Account Numbers,

CUSTOMER SERVICE REPRESENTATIVE

MPHASIS(Mangalore)

Jan/17 – Oct 2018

It's provides customer service and support for Punjab National Bank

Achievements/Tasks

- ❖ Manage large amounts of incoming calls.
- ❖ Answer calls professionally to provide information about products and services, take/ cancel orders, or obtain details of complaints.
- ❖ Greet customers warmly and ascertain problem or reason for calling.
- ❖ Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Process orders, forms and applications.
- ❖ Follow up to ensure that appropriate actions were taken on customers' requests.
- ❖ Refer unresolved customer grievances or special requests to designated departments for further investigation.
- ❖ Utilize computer technology to handle high call volumes.
- ❖ Work with customer service manager to ensure proper customer service is being delivered.
- ❖ Opens customer accounts by recording account information.
- ❖ Maintains customer records by updating account information.
- ❖ Resolves product or service problems by clarifying the customer's complaint;

determining the cause of the problem;
selecting and explaining the best solution

and other documents in system

to solve the problem; expediting correction or
adjustment; following up to ensure resolution

- ❖ Submitting SOA's to salesman by division wise
- ❖ Entering Credit notes thru the system manager's approval.
- ❖ Preparing Proforma Invoices, Commercial Tax invoices and Delivery Notes as per Customer's request.
- ❖ Responsible in creating Salesman ID and updating HR for the record.
- ❖ Knowledge in applying Credit Insurance to the respective Credit Insurance company provider.
- ❖ Preparing Customer's Trading Experience to be submitted to the Insurer along with the Financial Statement from the Customer.
- ❖ Checking Case/Criminal Numbers thru Dubai Public Prosecution Portal.
- ❖ Preparing KYC Documents, Original Credit Application along with the original Cheque copies with Bank Report for Interpol Case Filing

EDUCATION

BTECH - Computer Science – Bearys Institute Of Technology , Mangalore , India
(2010 - 2014)

PUC - Srinivas College , Mangalore , India (2009- 2010)

AREAS OF EXPERTISE

• Maintain high level of customer service, • Deal with multicultural clientele; resolve complaints / queries through effective communication • Comprehensive problem solving capabilities, ability to deal with people diplomatically • Negotiations, • Team player

SOFTSKILLS

Communication

Prioritization

Problem-Solving

Customer-Service

Multitasking

Telephone Etiquette

Professionalism

Responsibility

LANGUAGES KNOWN: English | Hindi | Malayalam | Tamil

IT SKILLS: MS Word | MS Excel | MS Power point | Online Promotion

PERSONAL DETAILS

Date of Birth - 16 April, 1992 | Nationality – Indian | Gender - Male