

## Contact

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## Top Skills

SME Banking  
Financial Analysis  
Restructuring

## Languages

Urdu  
Punjabi  
Arabic

## Certifications

Operational Risk Management  
International Computer Driving License  
Information Security training programme

# Adel Ahmed

Senior Collections / Property Management Officer at DAMAC Properties  
United Arab Emirates

## Summary

SME collection for Business Finance and Vehicle Finance, well versed in Facilities Management, and Real estate looking for a great opportunity where I can enhance my skills, I am well-organized with high-attention to details, I am a pro-active, reliable, and tough character who is able to work under pressure and deliver work in a timely manner.

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## Experience

### DAMAC Properties

Senior Property / Collection specialist

September 2020 - Present (4 months)

Dubai, United Arab Emirates

Managing high profile investors

Collection of Service Charges

Briefing the Investors about Molak and Statement of Accounts

Negotiating payment terms

Making sure the target is met

Coordinating with property and community managers to get the customers invoiced in timely manner.

### Noor Bank

SME Collection Specialist and Provision expert.

June 2015 - October 2020 (5 years 5 months)

Dubai

To enhance recoveries for the bank by contacting and meeting customers, either directly or with the respective Relationship Managers and negotiate repayment terms and enhancing the security position against outstanding debts. Further, work hand in hand with the internal & external lawyers for the legal cases against classified borrowers, in order to obtain attachment & sale of assets

- Making sure the provision is achieved by the month-end for both BIF and CVF
- High volume phone calls to assigned delinquent Customers of Business Finance and Commercial Vehicle
- Control all CPs, CSs, any financial conditions imposed by finance documents or key stakeholders, and coordinate the implementation of the on-going provision of financial information
- Restructuring and deferring the accounts based on Audit reports and financials of customer.
- Conduct, monitor and steer overall restructuring process.
- Visiting companies on weekly basis to assure the ongoing business activity
- Making sure the procedures and policies of reposition are followed and reported to the responsible authority's
- Meeting with different departments to define the goals and set the targets
- Negotiating agreements and settlements by following the approved procedures.
- Court attachment and reposition of Commercial vehicle.
- Well versed on applications like Raptor, I flex, and Connect

## Diamond Developers

### Property Management Specialist

September 2011 - January 2015 (3 years 5 months)

Jumeirah Village, Dubai, United Arab Emirates

Managing Dubai Arch Tower, The Torch, Diamond Views 1, 2, 3, 4

- responsible for maintaining and developing client-business relationships
- Assisting Customers in mortgage information and bank requirements
- Managing MEP contractors, Cleaning, and security
- accurate and timely payments to suppliers and managing the AP process in entirety
- Handle international intercompany recharges and reconciliations
- Ensure accurate month end accruals for liabilities incurred
- Support the team in the month close and quarter close processes
- Maintenance of strong internal controls in areas handled
- Answers questions from internal customers on policy/process where relevant
- Liaising with bank where required
- Accounting for all transactions managed in a timely and accurate manner per policy
- Support team as required to ensure timely reporting of results to...

## DEWA

## Billing Officer, Customer Service Department

March 2006 - August 2011 (5 years 6 months)

Duabi

- Core team member to stabilize SAP implementation, IS-U Module, FICA
- Expert in Transactions such as SE.16, SQ.01, SQVI, ES.62.
- Customer service trouble shooter for system support on SAP
- Coordination with validation team to run monthly billing and final bills
- verall SAP coordinator for Consumer Billing Services
- Coordinating with other sections to ensure the successful completion of the bill runs

Maintain the Billing Calendar and provide updates on the status of the billing process

- Launched a new project under the name of Hand Held Terminal Devices
- Providing Monthly Report & Making all the required data for an yearly audit, following the I.S.O Procedure
- Knowledge of Consumer Relation Management/and Complain Raising
- I am also the Safety Coordinator of my depart
- Generate reports on the performance of the end to end billing process

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## Education

American Heritage University

Bachelor of Business Administration (BBA), International

Business · (2008 - 2010)