



# Ahmed Raafat Abdelmoniem

39 St. Mahmoud Lotfy, Hadayk Helwan ,cairo  
ar7886766@gmail.com | 01070402817

Dependable collections specialist , experience in debt collection and collections processing. Successful in following up on past due accounts and recouping unpaid balances. Out standing negotiator skillful in creating manageable repayment plans to reduce debt.

## Professional Experience

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### **Abou Shady**

#### **Debt Collector (Write-off/active)**

- Maintained positive customer relationship and minimize bad debt exposure
- Processed payments over phone and set up recurring drafts

### **Vodafone**

#### **Customer service**

- Handled customer complaints and resolved customer questions or issues to promote overall satisfaction

### **Mas Company**

#### **Debt Collector (Write-off/active)**

Collecting the Company's debts from customers especially dead debts that are difficult to collect  
By following the method of identifying the client, notifying him directly and by phone

## Education

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Graduated from Rowad Elmostqbul Language school ,July 2020

### **Cairo University**

#### **Faculty of Commerce (Arabic section)**

## Languages

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- English - very good
- Arabic - Native

## Key Skills

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- Sales proficiency
- Negotiation expertise
- Analytical management
- Concept development
- Call centre experience
- Flexible and Adaptable
- Risk and asset management solutions