



Mahmoud Hassan

Collections Supervisor

Birth day : 1 / 1 / 1998

Marital status : Married

Military : Complete

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in [Mahmoud Hassan](#)

Alexandria - Egypt

About me

Outstanding Collections Supervisor with extensive experience in improving financial operations performance and enhancing collection strategies. I have the ability to develop an effective debt management system to achieve high collection rates while maintaining positive customer relationships. I always strive to achieve a balance between financial efficiency and customer satisfaction.

\\ Education

- **Bachelor of Law**
Alexandria University.

(2011)

\\ Work experience

- **Collections Supervisor.**

(2019 - Till now)

Kaf Life Insurance Company.

Responsibilities:

- Coordinate with customers regarding outstanding accounts receivable balances which may involve executing default process.
- Proactively managing and developing system and technology advances to add greater efficiency and effectiveness to the department.
- Supervise employees by directing and reviewing their work.
- Debt collections for Special Handling Queues.
- Ensure that all accounts for charge-off referred by collections staff are reviewed daily.
- Monitor telephone reports every week to ensure the contact per day quota is achieved.
- Conduct weekly audits of collector accounts.
- Interview and hire potential candidates.
- Provide necessary training to job incumbents and current employees when policies and procedures change.

- **Junior & Senior Collections Officer.**

(Dec2014 - Nov2019)

Kaf Life Insurance Company.

Responsibilities:

- Establishing analyst sheets tracing the organization's monthly achievements.
Handling any customer complaints and incoming calls regarding any requirements.
- Preparing a monthly report showing each direct sales performance through his/her work.
Receiving the customer request and the collector's daily collection reports.
- Responsible for filling and developing the filling system.
- Assuring customer satisfaction.
- Submitting the data entry on the penta soft, INFO SESC, Retail individuals system.

\\ Practical Skills

- ▶ Confer with customers by telephone or in-person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- ▶ Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken to resolve customers' problems.
- ▶ Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments and Prepare detailed reports on audit findings.
- ▶ Collect and analyze data to detect deficient controls, duplicated effort, extravagance, fraud, or non-compliance with laws, regulations, and management policies.
- ▶ Inspect account books and accounting systems for efficiency, effectiveness, and use of accepted accounting procedures to record transactions.
- ▶ Giving full attention to what other people are saying while maintaining Communication skills and coordinating with others through efficient time management, planning, and organization.

\\ Certificates & Courses

- ▶ Course in (ICDL) MS Office application and Internet by ECDL Foundation.
- ▶ English conversation course from the Cariativty company.
- ▶ Trained in the soft and communication skills course from Ghabour Academy.
- ▶ Got the ideal Employee for the company in (2015-2016-2017-2022).

\\ Skills

- | | |
|------------------------|--------------------|
| ▶ Make decisions. | ▶ Team Leader. |
| ▶ Continuous learning. | ▶ Communication. |
| ▶ Data Entry. | ▶ Training. |
| ▶ Problem-solving. | ▶ Organization. |
| ▶ Time management. | ▶ Troubleshooting. |

\\ Language

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| ▶ Arabic | Native. | ▶ English | Very Good. |
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