



SHAIKH FAIZAL MOHAMMED

Customer Service | Human Resource | Marketing | Sales | Debt Recovery

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Aiming to work in a progressive and challenging organization as an executive, which utilizes and enhances my analytical skills.

My career goal, on the other hand, would be to achieve high level of specialization and advancement, based on personal efforts and my abilities.

SUMMARY STATEMENT

- ⇒ **Astute and dedicated professional with over years of experience (UAE & India) in Customer Service, Human Resource and Administration, Sales, Debt Recovery & Credit Control domains.**
- ⇒ Ability to adapt well and perform in new competitive environment with flexibility and excelling under high pressure and diverse situation.
- ⇒ Hard working and committed with an ability to take up responsibilities and deliver positive results.
- ⇒ A self-motivated and diligent team player possessing highly evolved and demonstrable communication, interpersonal and leadership skills; strong analytical mind-set to learn quickly and high confidence to draw estimation & take up new challenges combining excellent problem-solving skills.
- ⇒ **Valid UAE driving license holder.**

PROFESSIONAL EXPERIENCE (U.A.E)

DIGI TECH LIMITED INFORMATION SYSTEMS

Job Profile: – Human Resource and Administrative Manager (Dec 2022 till date)

- Support the development and implementation of HR initiatives.
- Manage all day to day HR administration tasks.
- Creating employee training material.
- Posting ads, preparing job offer emails and employee offer contracts.
- Assisting end to end recruitment process.
- Nurturing positive working environment.

HAMDAN AL KAABI ADVOCATES & LEGAL CONSULTANCY

Job Profile: – Business Development Officer (Sept 2016 till Nov 2022)

- Locating and notifying customers of delinquent accounts by mail, telephone, or personal visits to solicit payment.
- Developing growth strategies and plans.
- Managing and retaining relationships with existing clients.
- Increasing client base.
- Writing business proposals.
- Drafting and reviewing contracts.
- Reporting on successes and areas needing improvements.

AL BAHAR & ASSOCIATES LEGAL FIRM

Job Profile: – Debt Collection Manager / Credit Controller (Oct 2014 until Aug 2016)

- Locating and notifying customers of delinquent accounts by mail, telephone, or personal visits to solicit payment.
- Conferring customers by telephone or in person to determine reasons for overdue payments and to review the terms of sales, service, or credit contracts.
- Arranging for debt repayment or establish repayment schedules, based on customers' financial situations
- Recording information about financial status of customers and status of collection efforts.
- Tracing delinquent customers to new addresses by using different sources.
- Negotiating re-payment plans.
- Resolving queries both internally and externally around outstanding invoices.
- Arranging posting and allocating daily receipts to accounting systems.

AL KHALEEJ METAL COAT (Juma Al Majid Group)

Job Profile: Sales and Marketing Manager (Feb 2013 till Sep 2014)

- Responding quickly and efficiently to all incoming sales inquiries using different modes of communication such as Telephone, Fax, and Emails.
- Working together with Sales Executives in following up with Inquiries and Quotations.
- Coordinate and participate in promotional activities and trade shows, working with developers, advertisers, and production managers, to market products and services.
- Visiting companies and arranging meetings with potential customers to prospect for new business.
- Recording progress of inquiries Up-keep of a client database – updating where necessary.
- Sales forecasting and strategic planning to ensure the sale and profitability of products and services.

ALWASL ENGG. WORKS

Job Profile: Human Resources Support (Dec 2011 till Jan 2013)

- Managing recruitment and selection process.
- Bridging management and employee relations.
- Support current and future business needs.
- Ensuring legal compliance.

PROFESSIONAL EXPERIENCE INDIA

- Customer Service and Upselling / Cross selling of **SIM cards and Prepaid / Postpaid plans.**
- Worked in BPO for **Citibank (USA) and TD Bank (Canada)** – Customer service and Upselling / Cross selling of various banking products.

EDUCATIONAL QUALIFICATIONS

- ⇒ **Bachelor of Business Administration (BBA)** from SNGISM - 2014
- ⇒ **Higher Secondary** from Goa Board - 1997
- ⇒ **Senior Secondary** from Goa Board - 1995

COMPUTER SKILLS

- ⇒ MS Office, Excel, PowerPoint, Windows XP, Internet Explorer, Outlook Express, E-mailing and Troubleshooting.

LANGUAGES KNOWN

- ⇒ Highly proficient in **English**, and south Asian languages like **Urdu, Hindi, Marathi & Konkani.**

PERSONAL PARTICULARS

Nationality : Indian
Gender : Male
Religion : Islam
Civil Status : Married
Visa Status : Employment

I have given a clear picture of myself as well as my work experiences and I strongly believe that this C.V will be assessed and evaluated against my capability.

Shaikh Faizal