



Ahmed Said Mabrouk

credit controller

Personal Info

Email

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Phone

0509228456

Address

Dubai / UAE

Date of birth

26/4/1999

Nationality

Egyptian

Languages

Arabic (Native Speaker)

English (Very Good)

Skills

Customer Service

Client Realtions

Negotiation techniques

Problem-Solving Abilities

IT Skills

team work

Client education

Summary

Experienced credit controller with one year of hands-on experience in credit management and collections. Proficient in assessing customer creditworthiness, setting credit limits, and monitoring accounts receivable. Skilled in negotiating payment terms and resolving billing disputes to ensure timely invoice settlement.

EXPERIENCES

credit controller

1/2023 - 3/2024

Tasahil Bank, Egypt

- Evaluating the financial situation of clients applying for loans.
- Evaluating the creditworthiness and risks of customers.
- Customer Relationship Management: Build and maintain positive relationships with customers, addressing their concerns or inquiries regarding existing loans or loan applications.
- Customer Assistance: Assist customers with loan inquiries, providing information about loan products, interest rates, terms, and eligibility criteria.
- Acquired 25 new clients through cold calling, lead follow up and relationship development.

Sales Specialist

1/2022 - 12/2022

clothing store, Egypt

- Provide excellent customer service throughout the sales process, addressing any concerns or inquiries promptly and professionally.
- Prepare and deliver compelling sales presentations to potential clients, showcasing the value proposition of the products or services.
- Develop and implement effective sales strategies to achieve sales targets and increase market share.

Education

2017 -
2021

Bachelor of Arts and Education

Beni Suef University, Egypt

Education

Courses

- socializing in english.
- CUSTOMER SERVIC.
- ICDL.
- BASIC CONCEPTS OF SERVICE MANAGEMENT.
- day to day english.
- Management Styles & Approaches.