

# Mohammad Imran



## Credit Control Analyst & Debt Recovery Specialist Bilingual Arabic & English

Strategic, analytical professional with **over 12 years'** rich experience and impressive success in managing entire gamut of **Credit Control Analyst & Debt Recovery, Risk Management & Accounts Receivable Functions** across diverse industries with focus on building organization's profitability

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### 📊 Key Skills

Portfolio Management, Risk Analysis & Mitigation

Reconciliations, Credit Control & Collection

Legal Actions, Bad Debt Recovery, Audit & Compliance

AR (Payments & bounced cheques), Debtor Management

LC, BG & Insurance

Planning & Forecasting, Variance Analysis

Sales Order Processing

Client Relationship Management, Negotiations

Team Building

Cash Flow Management

Business Process Improvements



### Profile Summary

- **Specialist in Credit Control, Debt Recovery, Credit Control Analyst, Mitigating risks, ensuring reconnection from delinquent bucket, sales order release, delegating targets & developing strategies to recover dues** for enhancing performance, service delivery & **operational soundness across UK & Gulf countries**
- Displayed paramount efforts in streamlining credit procedures and formulating solutions for enhancing financial results, forecasting that led to **DSO reduction and long-term improvements in cost savings, profitability & productivity** by identifying market & customer service trends
- Successfully managed operations related to **payment allocation, reconciliation and month-end reporting** of company receivables (invoices) & **timely collection** in accordance to company policies
- **Fraud & Risk Management:** Competent in **streamlining Credit & Collection process** by formulating & framing guidelines & credit policy for fraud control & identification of risks pertaining to prospective customers through scanning documents, conducting rigorous follow-ups to reduce front end delinquency and implementing recovery strategies
- **Portfolio Management:** Instrumental in monitoring clients' portfolio performance, conducting profitability analysis, rendering advisory services for securing high ROI and increasing retention levels; **amicably recovered AED 80 Million overdue payments**
- **Client Relationship Management: Proficient in interfacing with clients, monitoring complaints,** ensuring quality delivery of products for cultivating relations and enhancing customer satisfaction matrices for fueling revenue growth & timely recovery of payments  
**Re-structured & organized the Credit Control Dept** and drove functional leadership to harness capabilities, and achieved monthly collection target
- Dynamic & self-starter with strong planning, communication, analytical & problem-solving skills; respectful and appreciative of diverse cultures

### 🎓 Education

- **MBA (Master of Finance)** from JNU, India
- **BA** from Moulana Azad National Urdu University, India

#### Other Courses:

- **Leadership & Team Development Course** from High Steps Management Training & Consultancy, **Dubai**
- **Credit Collection & Recovery Techniques** Course from CIBM, **Dubai**
- **Credit Risk Management Training** from Lynchpin Training Institute, **Dubai**

### IT Skills

- MS Office (Word, Excel & PowerPoint), Dynamic AX & BI
- Tally ERP (9.0), SAP and Orion

### Certification

**Certificate in Financial Accounting** from OCSM Institute- India  
**Certificate in Electronics** from Kamla Institute, India

### 👤 Career Timeline



## Notable Accomplishments Across the Career

Jan'22- Mar'24

### Zoomlion Middle East ,Dubai as Senior Credit Controller –MENA (Project)

- ▶ **Awarded for an "Outstanding Performance"**
- ▶ **Successfully recovered of AED 32 Million old dues amicably**
- ▶ Achieved monthly collection targets for the **UAE,KSA, Kuwait,Oman,Turkey & Egypt**
- ▶ **Risk controlled and achieved zero bad debts till date**
- ▶ **Established the credit control department**
- ▶ **Conducting** thorough credit assessments of new and existing customers to determine credit limits and terms
- ▶ **Approving/rejecting the sales orders on a daily basis in accordance with the credit policy.**
- ▶ Improved down payment, LC,PDC and reduced DSO
- ▶ **Continuously reviewing the Customers Credit Limits and payment terms and proposes a revision, where necessary,reviewing and processing exception request as per company's policy**
- ▶ **Managing to apply credit insurance,followed up for claims,submitting overdue report to the insurance company.**
- ▶ **Identify and mitigate risks on outstanding debts with potential default associated with debtors and proactively communicating/escalating to Management to mitigate such risks.**
- ▶ **Reviewing and negotiating on the terms and conditions for a Letter of Credit & Bank Guranatee**
- ▶ Arranging to preparing bill of exchange,regularly checking with bank for discrepancy & maturity date.
- ▶ Ensuring that all the invoices,statement of account to be generated & delivered on time
- ▶ **Reconciliation of the customer account in order to deliver accurate financial statements**
- ▶ **Optimized company sales and reduced bad debts, minimized the risk and reduced legal cost**
- ▶ **Reviewing draft of the contract and negotiating on terms and conditions**
- ▶ Approval of the products release for credit held and remedying at risk orders
- ▶ Developing and motivating team members by shaping, training and coaching them in order to make them productive and solve daily challenges, achieve company's targets as well as perform at their best.
- ▶ Helping team grow / Learning new skills
- ▶ **Implemented** credit application, credit evaluation report ,check list,case study,site survey report,credit control & collection policy for Zoomlion-MENA
- ▶ Projected Competitor Analysis report
- ▶ Built relationship with number of banks
- ▶ Built relationship with Dubai chamber of commerce,Law firm and collection agencies
- ▶ **Conducting regular follow-ups & visits to the customers for payments and building strong relationship and trust with them.**
- ▶ Implemented and added the program in the ERP System
- ▶ Successfully recovered the payments against bounced cheques
- ▶ Successfully corrected in accounts allocation
- ▶ Obtaining credit bureau reports for new customers and set or recommend for credit limits based on the credit risk evaluation
- ▶ Handling disputed Invoices & legal cases
- ▶ Offering confirmation on whether or not to offer credit to the debtors
- ▶ **Proactively and promptly dealing with and resolving client queries or complaints**
- ▶ Ensuring to submit the promissory note on time for KSA
- ▶ Monitor closely the receivable accounts and take proper action in case of pending balances by returning invoices or transferring clients to doubtful.
- ▶ Helping to meet the standards of both the internal and external audit processes.
- ▶ **Monitoring and ensuring cheques are deposited to the bank ontime**
- ▶ **Focus on the overdue with special attention,ensuring action plans are in place to reduce it.**
- ▶ Attend and participate in meeting with multiple stakeholders to build relationship with stakeholders .
- ▶ **Negotiating re-payment plans and settlements with debtors, including fixing terms and conditions Incase where a customer stops paying or pays late then taking prescribed procedure to start legal action to collect the money owed**
- ▶ **Regularly coordinating with Sales & Collection teams for the collection of overdue / long outstanding accounts,**
- ▶ Preparing and presenting various reports (Daily, weekly, monthly,Quarterly & Annually) for management's review.
- ▶ **Monitoring credit exposures and identifying potential problem accounts, taking appropriate action to minimize the credit risk**
- ▶ Establishing and maintaining long-term partnership with banks and other financing institutions·
- ▶ Managing to prepare credit reports about the degree of risk
- ▶ Managing to reviewing and verifying the validity of the legal documents such as contract,vehicle registered report, trade license,VAT certificates,visa, ID , Passport copy and requesting for the renewed documents when they expire

- **Implementing result-oriented recovery plans to manage delinquency within pre-set norms for achieving organisational objectives and ensuring profitability**
- Recording data on Excel and running age debt reports; Managing Forecast & Collection Report
- **Identifying opportunities and drive continuous improvements in processes, systems and structure**

#### Bagnodesign-Dubai, as Group Credit Controller

Oct'18- Apr'20

- **Appreciation received for making an outstanding contribution to the company**
- **Successfully recovered of AED 18 Million** old dues amicably
- Achieved monthly collection targets across the **UK & GULF** Countries
- Organized the credit & collection department; designed and implemented credit application
- Recovered the payments against bounced cheques
- Reduced bad debts, minimized the risk and reduced legal cost
- Successfully corrected in accounts allocation
- Contributed in designing & enforcing a new credit policy

#### ThyssenKrupp Elevator (UAE) L.L.C as Regional Credit Controller

Jun'12- Oct'17

- Successfully **recovered AED 80 Million old debts (360-720)** through follow-ups & meetings
- **Awarded for an "Outstanding Performance"**
- Restructured the credit and collection process with successful implementation of the credit policy and formulating clear performance metrics for collection
- Instrumental in offering confirmation on whether or not to offer credit to the debtors
- Played pivotal role in assessing the risk on new accounts by way of the credit information provided/reading financial accounts and monitoring all the stages of arranging credit facilities, payments and debt recovery
- Instrumental in approving sales order & credit notes; handled bounced cheques- follow ups/ police and legal cases
- Managed to collect payment certificates and ensured to recover regular and retention payments on time
- Interfaced & visited with customer's on regular basis for AR related tasks
- Significantly recovered bank guarantees, led reconciliations of customers' accounts on regular basis and negotiated with customer for payment plan
- Networked with multiple departments to address and correct billing errors, ensured invoices correctly aligned with customer purchase orders for billing and collections purposes
- Effectively created & maintained customer files with signed credit applications for all credit, collection, legal, and handled client relations
- Ensured the delivery of service reports, handing over certificate etc. on time, liaised with internal staff for resolution of issues in a timely manner
- Provided assistance on bank reconciliation and corrected long-standing issues with aged receivables and collections
- Reduced past due balances and bad debt by coordinating collection efforts with Sales and Billing Departments to quickly resolve disputes and advance payments
- Significantly reduced bad debt exposure and **days sales outstanding** in alignment with company goals
- Identified & reported on all negative events and early signals of potentially problematic accounts / relationships

#### ThyssenKrupp Elevator (Saudi Arabia) as Senior Credit Controller (Jan'17-Apr'17)

- Conducted regular follow-ups & meetings; **recovered SAR 8.5 Million old debts (720 days)**
- Modernized & organized the Credit Control Department and achieved the collection target
- Approved the sales order; processed credit note / write off request/ Reconciled accounts; coordinated with the Accountants of Branch offices-**Riyadh-Khobar-Al Qaseem-Madina, Jiddah & Makkah** for the daily sales and collections
- Arranged transferred receipts providing to clients; forwards balance confirmation
- Addressed & resolved SOA / Invoicing & service issues; took legal actions against bad debtors

#### Al Sayegh Brothers Trading LG, Dubai as Credit Controller

Mar'08-May'12

- **Rewarded as "Star Performer"**
- Reduced overdue instances in **key accounts by AED 7.5 Million old debts** (360-720 days); reduced the legal cost
- Evaluated over / underpayment; initiated return of overpayments and issuing letter requests / inquiries to customers with underpayments or those with unauthorized deductions; took legal action against bad debtors

- ▶ Analyzed customer account details for non-payments, delayed payments and other irregularities; managed customer account **reconciliations** in order to deliver accurate financial statements for the customer
- ▶ Proficient in releasing sales order, following up with insurance for credit approval, offering confirmation on whether to offer credit to the debtors
- ▶ Effectively interfaced with customer on collection matters and resolution dispute

## Tata Furniture & Electronics, Sharjah

May'01-Nov'07

### Customer Service Executive May' 01-Aug'03

- ▶ Studied & analyzed market trends of existing and potential clients and ensured business growth opportunities aligned to company's strategic plans. Successfully established customer service policy throughout the organization; managed a team of customer service staff
- ▶ Achieved customer service objectives by implementing production, productivity, quality & standards
- ▶ Met customer service financial objectives by forecasting requirements
- ▶ Resolved customer complaints and addressed questions about the company's billing statements, products or concern; resolved problems; completed audits, identified customer service trends, determined system improvements and implemented change
- ▶ Gathered customer service requirements by maintaining contact with customers, visiting operational environments, conducting surveys, forming focus groups, benchmarking best practices and analyzing information and applications

### Sales Executive : Sept'03-Nov'07

- ▶ Established working relationships with customers through regular meetings, identified and obtained further sales & business development opportunities, increased customer base for interior & furniture in UAE
- ▶ Conducted market research through industry contacts, publications, trade events and tracked business news to identify ideas for growth
- ▶ Scheduled appointments, prepared & delivered presentation to the client, researched their business & requirements
- ▶ Ensured customer loyalty through excellent customer service and met all client needs appropriate to their business
- ▶ Sold products by establishing contact and also developed relationships with prospects by recommending solutions
- ▶ Worked as a contact between a company and its existing and potential markets by negotiating the terms of an agreement and closing sales
- ▶ Achieved target as allotted and contributed to team effort by accomplishing related results as needed

## Work Experience

***Monitored collections processes, set up new processes for improving collections time and identified strengths & weaknesses of portfolio and business processes across UK & Gulf countries.***

### Role:

- ▶ **Implemented** result-oriented recovery plans to manage delinquency within pre-set norms for achieving organisational objectives and ensuring profitability
- ▶ Set out quality standards for various operational areas and ensured a high-quality **customer experience** while adhering to SLAs & work processes
- ▶ **Assessed** the credit worthiness on new and existing customers by way of the credit information provided/reading financial accounts and monitored all the stages of arranging credit facilities, payments and debt recovery
- ▶ **Managed and control credit exposure**
- ▶ Offered confirmation on whether or not to offer **credit to the debtors**
- ▶ Attended **weekly** credit control meetings with assigned partners, including review of AR lock-up and outstanding debt, agreeing chase actions and next steps inline with agreed AR monthly targets
- ▶ Ensured that all the **invoices** to be generated & delivered on time
- ▶ Analyzed the issues due to which the payments are getting delayed
- ▶ Initiated **legal action** against defaulters/**bounced cheques**
- ▶ Interacted & **visited** the customers on regular basis for AR related tasks (**Payments, bounced cheques issues and checked their premises and business**)
- ▶ **Conducted credit checks and approved sales orders** on daily basis; **handled bounced cheques- follow ups/ police cases and legal cases**
- ▶ Issued customer sales adjustments according to business standards / agreements and validated that adjustments meet internal control compliance by insuring that legal, financial and auditing requirements are met
- ▶ Mapped **payment term** agreements of our customers, analyzed customer payment behavior against those terms and recommended to the business and extension / modification to the terms to optimize **cash flow**
- ▶ Responsible for reducing credit risk and accounts receivable delinquency

- Generated statements and running age debt reports; prepared **Forecast & Collection** Report
- Ensured maintenance of up-to-date billing & **payment receipts** system for transactions; ensured achievement of monthly and annual **collection target** by motivating the team
- Supported internal and external auditor activities by facilitating audit reviews, providing documents
- Regularly coordinated with Sales team (**Project,Retail & trade**) for the collection of overdue / long outstanding accounts
- **Reviewed LC & negotiated for payment terms**,arranged to prepared bill of exchange,regularly checked with bank for discrepancy & maturity date,**applied for credit insurance**,followed up for claims,submitted overdue report to insurance
- **Negotiated repayment plans,provided Bank guarantees against AP/PB**
- Proactively managed and collected debts in a timely manner
- Analyzed customer account details for non-payments and other irregularities; managed customer account **reconciliations** in order to deliver accurate financial statements for the customer
- Reviewed the **validity** of the legal documents such as contract, trade license,ID, Passport copy and VAT certificates and arranged to requesting for the renewed documents when they expire
- **Arranged to sent balance confirmation**
- Blocked default customers in the system; **resolved customer queries**, complaint and issues promptly
- Handled Post Dated Cheques and ensuring their timely realization; adjusted payment received "**on account**", Monitored the cash application and **unapplied receipts**
- Led trade and bank reference checks, arranged to collect **payment certificate** from clients/consultants
- Ensured recovery of bank guarantees,negotiated with customer for credit terms/advance payments
- Rigorously followed up with clients having **back to back** contract and retention payments

## Personal Details

- **Languages Known:** English, **Arabic**, Urdu and Hindi
- **Address:** Sharjah, UAE | **Nationality:** Indian
- **Driving License:** Valid UAE & International Driving License
- **Visa Status:** UAE residence visa
- **Joining –Immediately**