



# FIDA AHMAD

## Debt Recovery Officer

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CPR: 910519676

Driving License: 910519676 (Bahrain)

Language: English & Urdu

## EDUCATION

- **Master in Business Studies**  
Virtual University
- **Bachelor in Commerce (IT)**  
University of Punjab
- **Intermediate in Computer Sciences**  
Garrison Science Degree College.
- **SSC (Science)**  
Lahore Cantt Public School Lahore

## PROFILE

I am hard working and self-motivated and devoted person. I am well experienced with 7 years in Analyzing data, Reporting & customer experience. I have worked in different companies as Customer Care Officer, Analyst & currently working as Debt Recovery Officer in Silah Gulf (**VIVA**).

I am passionate about analyzing data, Making reports and creative in my approach.

## Certificate's:

- Personal Development (**Silah**)
- IELTS Band 6.5 (**British Council**)

## ATTRIBUTES

MANAGMENT  
LEADERSHIP  
INNOVATIVE  
REPORTING  
CREATIVE  
MOTIVATED  
DEDICATED  
INDEPENDENT  
ANALYZING DATA

# **WORK EXPERIENCE**

- |   |                             |   |
|---|-----------------------------|---|
| <b>Business/Commercial DRO</b>  | <b>Sep-2018 to Present</b>  | <b>SILAH GULF (STC BAHRAIN)</b>         |
| <ul style="list-style-type: none"><li>• Assisted customers with payment arrangements to ensure customer's service remained active giving customer time to make said payment</li><li>• Advised customers of necessary actions and strategies for debt repayment.</li><li>• Sorted and filed correspondence; performed miscellaneous clerical duties such as answering the phone and writing reports.</li><li>• Contributed to department monthly and quarterly collections goals.</li><li>• Highest percent collector on personal liquidation</li></ul>  |                             |   |
| <b>Billing Operations Analyst</b>   | <b>Oct-2016 to Aug-2018</b> | <b>SILAH GULF (STC BAHRAIN)</b>         |
| <ul style="list-style-type: none"><li>• Analyzing VIVA Customers Dump and making reports &amp; submit within appropriate timeframes.</li><li>• Handling VIVA monthly billing activities and Bill Runs of Commercial, Enterprise and Wholesale clients</li><li>• Generating (Receivable) Bills for wholesale clients through ZIRA system.</li><li>• Reconciliation of finance reports with active/inactive lines for accuracy purpose.</li><li>• Work closely with other departments and coordinate with Contact Centre and Enterprise or Management as required to resolve Clients complaints.</li><li>• Making Credit Notes letters for clients &amp; taking approvals from CEO, Chief's, Director's &amp; Managers.</li><li>• Writing SD's (Service Documents) to build new tool or enhance the existing systems to get more accuracy in reports and automate the work load.</li><li>• Product and non-product Billing Test and configuration</li></ul> |                             |   |
| <b>Complaints &amp; Technical Officer</b>   | <b>Mar-2014 to Sep-2016</b> | <b>SILAH GULF (STC BAHRAIN)</b>         |
| <ul style="list-style-type: none"><li>• Receive, review and manage Commercial, Enterprise &amp; VIP complaints, ensuring that they are accurately and thoroughly recorded, evaluated, investigated and closed in a timely manner.</li><li>• Passing credit and debit adjustments for the Commercial &amp; VIP clients.</li><li>• Contribute positively towards the achievement of performance targets in all aspects of the team's activities.</li><li>• Follow agreed and appropriate troubleshooting processes or scripts as directed by VIVA and to ensure correct diagnosis and appropriate resolution.</li></ul>   |                             |   |
| <b>Customer Care Officer</b>  | <b>Oct-2012 to Feb-2014</b> | <b>SILAH GULF (STC BAHRAIN)</b>         |
| <ul style="list-style-type: none"><li>• Acknowledge and appropriately greet and assist every customer in a timely manner.</li><li>• Manage customer queries professionally, efficiently and with good communication skills.</li><li>• Organize workflow to meet customer deadlines.</li><li>• Effectively present and discuss the products and services of the company, soliciting only those desired products/services provided by the company and to current and prospective customers in a way that conveys an image of quality, integrity and superior understanding and delivery of customer needs.</li><li>• Attend to customer questions, complaints and concerns immediately, and facilitate satisfactory resolution.</li></ul>   |                             |   |
| <b>Customer Care Officer</b>  | <b>Jun-2011 to Jun-2012</b> | <b>T-Boss Contact Centre (Pakistan)</b> |
| <ul style="list-style-type: none"><li>• Dealing with USA and UK based clients via calls and emails.</li><li>• Present and sell company products and services to current and potential clients, follow up on new leads and referrals resulting from field activity.</li><li>• Execute the marketing and sales strategy to achieve desired results as set up in the plan.</li></ul>   |                             |   |