



## RABIAH AKHTAR

Cell: 052-5794479 ; 058-6989987

Address: Flat 417, Gate Zone Building Al Mazaya, Liwan Dubai.

E-mail: [shaheenrabiah@yahoo.com](mailto:shaheenrabiah@yahoo.com); [rabiahakhtar1@hotmail.com](mailto:rabiahakhtar1@hotmail.com)

---

### Objective

To work for a challenging company which offers professional development and growth potential and to further build upon my academic training and experience to benefit the employer and advance my career.

### Summary

I have gained over ten years of diverse experience in Operations, Admin, Marketing and Customer Services while working in Pakistan & UAE.

## Professional Experience

<b>Company</b>	<b>EDU FUN – AL Manara Educational Accessories Trading, Sharjah, UAE.</b>
<b>Duration</b>	<b>FEB 2018 – Till Date</b>
<b>Position</b>	<b><u>Operations/ Customer Services / Marketing / Admin EXECUIVE</u></b>
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Coordinating and taking daily order reports from Sales Team of 10 staff.</li><li>• Following up orders with warehouse and manage delivery and installation at client premises.</li><li>• Responsible for dealing with vendors locally and internationally.</li><li>• Handling import and export of products.</li><li>• Handling orders and shipping of goods.</li><li>• Receiving orders and managing deliveries.</li><li>• Handling customers queries and inquiries related to products and orders.</li><li>• Managing company product and clients database.</li><li>• Marketing and selling of company products on AMZON, MUMZ WORLD and SHOPIFY.</li><li>• Marketing products over the social media like Facebook and Instagram.</li><li>• Handling installation and delivery team day to day operations.</li><li>• Manage CEO travel plans along with hotel &amp; ticket booking.</li><li>• Manage day to day office administration jobs so that office will remains 100% operational.</li></ul>

<b>Company</b>	<b>MBG International Premium Brands LLC - Business Bay, DUBAI - UAE</b>
<b>Duration</b>	<b>Jan 2014 – Jan 2018</b>
<b>Position</b>	<b><u>Accountant/ Operations /Customer Services Assistant.</u></b>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• All front desk/reception related work, like sending emails, quotations, handling walk in customers, listening phone calls and general administration related task.</li> <li>• Maintaining basic accounts, book keeping.</li> <li>• Managed Inventory entries, Ledger entries, journal entries in SAGE ERP.</li> <li>• Prepared accounting entries, Made entries of invoices, Reviewed and corrected accounting entries in SAGE ERP.</li> <li>• Collected bills, checked payments ,Checked invoices with payments</li> <li>• Filing and documentation and Reviewed and corrected any discrepancies</li> <li>• Prepared and analyzed financial statements</li> <li>• Preparing staff payroll</li> <li>• Received deliveries of new equipment and ensured that all the supplies were in proper order – Stored the supplies and items received in their designated place to avoid time wasted searching for items and general confusion.</li> <li>• Reported to store manager on a regular basis regarding the need/demand of items so that the future orders could be placed accordingly.</li> <li>• Checking Recorded and banked remittances from customers</li> <li>• Maintenance of daily bank transaction reports and overseeing a balance in outgoing and incoming funds</li> <li>• Handling cash receipts and payments</li> <li>• Issuing Cash and expenses for staff</li> <li>• Handling Customer Queries regarding Store/ Finance / Billing &amp; new orders.</li> </ul>

<b>Company</b>	<b>MCB Bank – Lahore - PAKISTAN</b>
<b>Duration</b>	<b>Jan 2010 – Dec 2012</b>
<b>Position</b>	<b><u>Trainee Front Desk, Branch Banking Operations</u></b>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Joined as Trainee &amp; Telesales Associate, involves front desk handling at Branch operations.</li> <li>• Cross selling Banking Products and generating leads to Bank by telesales.</li> <li>• Handling complete back office work.</li> <li>• Dealing with all Cash Transaction including Deposits &amp; withdrawals.</li> <li>• Handling Locker Facility Customers and Operations.</li> <li>• Handling HNI Privileged and NRI Customers Query Desk.</li> </ul>

- Dealing with Forex Transactions and Remittance.
- Handling Quick Cash ATM Transactions.
- Cross selling of Loan Products.

## **Education:**

### **MBA - HR (continue to date)**

2 Years

Virtual University of Pakistan.

### **B.com Computers (2002 – 2004)**

2 Years

University of the Punjab Lahore, Pakistan

### **I.COM (2000 – 2002)**

2 Years

Board of intermediate and Secondary Education, Lahore, Pakistan

## **Training Course:**

### **Microsoft Windows/Office Training (2004)**

3 Months

Got Three months Microsoft Windows/Office automation training from IT Development Solutions (Pvt) Ltd.

## **Languages:**

English (Fluent), Urdu/Hindi (Fluent), Punjabi (Fluent), Arabic (Basic),

## **Personal Information**

<b>Visa Status</b>	<b><u>(Residence Visa) on Husband Sponsorship</u></b>
<b>Date of Birth.</b>	06-09-1984
<b>Marital Status</b>	Married
<b>Religion</b>	Islam
<b>Citizenship</b>	Pakistani

## **Reference:** Will be furnished upon request.