

# SHAHZAD ALI. CSR



Mobile +971568831126

E mail sialshahzad65@gmail.com

## Summary

I have 6 years' experience of Accounts, Sales and After Sales Services with in this period, I am working in Electronics Co. as Accountant cum Sales Operations and service co coordinator in Sharjah I have Bachelor Degree with BCS. Looking forward for a challenging post in a respectable organization, where I can apply my intellectual skills, while enhancing my capabilities as a professional at the same time. I can also perform optimally under pressure and have a tendency to engage in challenging situations. I have excellent communicational skills and possess the capability of working alone or as an efficient team player and can handle financial and administrative duties very well.

## Key Skills

- Book keeping in Tally ERP accounting software
- MS Office
- Supplier / Vendor Management
- Handle Office Administration
- DN & INV Prepared
- Reporting and Documentation
- Customer Satisfaction
- Sales Operation
- Customer Relationship
- Dealing With Customer
- SOA Outstanding Follow up
- Quotations & PI Follow Up

## Professional Experience

**Al-Mualim Electronics L.L.C      Sharjha, UAE**

As a service coordinator, **My Main Responsibilities**

- Interface with customers and sales representatives to handle both pre-sales and post-sales service functions.
- Provide outstanding customer service to improve customer satisfaction and relationship.
- Handle and resolve customer complaints/inquiries via mail or phone in a timely and accurate manner.
- Handle incoming phone calls related to; return material requests, product samples, order referrals, sales promotions, etc.
- Maintain database of customer sales order and invoicing records.
- Coordinate, analyse and improve customer service functions to meet company goals.

**As an Accountant, My Main Responsibilities:**

- Manage account payable and receivable
- Making Accounts till finalization etc.
- Stock Management of more than two warehouse
- Resolve All types of Bank correspondence
- Petty Cash Handling
- Book keeping in Tally ERP accounting software

**Academic Credentials**

B.S – Computer Science from University of Sindh Pakistan

**Languages**

Arabic  
English  
Urdu  
Hindi

**DECLARATION**

I certify that the information furnished above is correct and complete to the best of my knowledge and belief