



Safiya Muhammad Mahmood

Hardworking and enthusiastic job seeker with strong organizational skills eager to secure entry-level accounting position. Ready to help team achieve company goals.

• Contact



Dubai United Arab
Emirates



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• Skills

Customer experience
analysis

2018/03-
2023/08

Technical Support

Complaint resolution

Flexible and Adaptable

Analytical and Critical
Thinking

Quick learner

• Languages

English, Urdu, Hindi.

• Work History

2023/12-
2024/03

Accounts Intern

Bader Saleh Auditing of Accounts-Dubai

- Supporting Account teams, mainly senior accountant with additional duties as assigned.
- Using different accounting software(ZOHO, QuickBooks, Fresha),to manage accounting records, for several companies. Creating invoices and bills, recording journal entries, preparing bank reconciliations and VAT returns etc.
- Verifying Payroll sheets to process WPS.

Customer Service Representative

Edenred UAE, BackOffice FZ L.L.C

- Providing advice, information, and assistance to callers, and attempting to resolve all enquiries on first contact with the caller.
- Utilizing available resources which includes customers financial and personal data to research required information for callers and following up with them, when required.
- Working towards call targets and KPI's, receiving up to 80-100 incoming calls daily from customers.
- Employing the company's call logging software to accurately record details of calls and issues. Sending emails to the relevant department to answer enquiries/complaints and taking ownership of all calls/queries answered.

2018-08 -
06/2023

Customer Service Experience Evaluator(Part-time)

- Performing mystery audits for different consultancy companies and providing them, with a detailed report on the given task.

2016/11 -
2017/01

Research Intern

Brighter Prep. and Admission Consultancy

- Doing Research on the leading universities and their programs.
- Analyzing and interpreting information (in detail).
- Presenting information in a specific format using Microsoft Excel and PowerPoint.
- Analyzing the potential university leads for our company with respect to their student's program.

● Education

2016-02 -
2023-09

Bachelor of Science: Accounting and Business

Oxford Brookes University

2014-04-
2016-06

ACCA: Accounting and Business Management

Al Mihad Training Centre

Completed the Foundation level of ACCA.

Advance Diploma: Accounting and Business

2015-05

Diploma: Accounting and Business

2014-05

IGCSE - O levels

Cambridge International Examinations

2013-08 -
2014-05