

Shahzad Ahmed Khan

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Professional experience

Operations Manager

Operations-The Indus Hospital (International Humanitarian City Dubai)- July 2024 till date



- Updating KYC of TIH (The Indus Hospital) Donor data.
- Maintaining donation register as per standard process of collection recording in relevant files and checklist to prove due diligence & apply up to date knowledge of all relevant procedures in order to perform processing related tasks as per laid down guidelines and norms.
- Maintaining the process of making and recording receipts and acknowledgment letters through the CRM platform. All the receipt generation guidelines were shared and applied through the instructions in the table.
- Updating all approval folders with relevant supporting documents for the payments (tax invoices, finance authorization, cheques and deposit slips.
- Review and verifying the Security cheque as per company standards.
- Record all the details of the Grant Payments, in the Grant Payments Summary
- To liaise with the auditor and Head office Finance to reconcile all UAE donations collected, all donation registers to match bank statements and receipt and acknowledgment letters generated.
- All auditor requests for samples to be fulfilled. Signed and stamped bank statements to be provided through respective bank RMs.

Senior Officer – Agency Services

Operations Bancassurance - Takaful Emarat (UAE) – Jul 2022 to Jan 2024



- Banca Commission Verification, Sharing, and Payment process
- Banca Business Reports preparation and sharing
- Banca sales codes creation in INSIS system + Illustration user log
- DSF, WAT & Brokers commission processing, sharing, payments
- Agent codes creation in INSIS system + Sales Manpower log
- Coordination of users with INTELPEEK
- Variable bonus scheme for agents, verification, approvals and payments
- Fund performance sheets preparation on monthly basis, data from Fund Providers, compilation in excel and sharing
- Transfer of policies/portfolio - agents/brokers
- Processing of end of service commission balances, average earning etc. for HR
- Managing commissions processing and sales entities setups in CPS

CAREER SUMMARY

As a senior accountant with twenty years of working experience in a multinational group, leading Insurance & Finance Industry. Key responsibilities are disbursements, commission payments, bank reconciliation and budgeting process. Ability to generate stability in high pressure environment, proven ability to communicate, manage & negotiate matters effectively internally and with vendors at all levels.

HIGHLIGHTS

- General Ledger Accounting
- Bank/Travel Voucher Reconciliation Mail Management
- Financial Statements & Preparation
- Data Entry, Receipts & Invoices Process
- Month End Reconciliation Reporting & Documentation
- Payroll Processing
- Trail Balance
- Vendor Relations & Customer Services
- Business Accounting Process Improvements
- Fund Performance Sheet

TRAININGS

- Artificial Intelligence for Business Leaders
- Advance Excel from EBIFS
- Lean Management: Improving Flow Through Capacity Management from AICPA
- Compliance & Ethics Education Centre Training Program
- Auditing Employee Benefit Plans: Basics & Accounting and Reporting Standards
- Engagement Essential Preparation of Financial Statement from AICPA

- All accounting jobs are processed on in oracle in People Soft Account payable & AS-400 system, (standard system worldwide).
- Handling operating expenses of regional head office personnel (business & personal)
- Handling expenses of staff / management, 16 branches and sales canters all over UAE.
- Controlling & issuing all department EFT, for policy payments, claims, maturity & surrender cases.
- Review & Issuing of agent commissions, recovery of loans, advances, other deductions from agents.
- Controlling petty cash expenses of department and other several agencies.
- Bank reconciliation in different currencies (local & foreign currencies).
- Preparing & updating operating expenses work sheet monthly, for yearly budget.
- Review daily cash / non-cash collection reports, reported from agencies weekly.
- Controlling & Clearing entries, involving foreign exchange currencies before month end process.
- To process monthly Payroll journal entries.
- Balance Sheet Account Certification in Cadency.
- Reclassification of Intercompany Group Medical Claims & Staff Policies for Gulf.
- Booking of Group Medical Claim by Cost Centers for Gulf (EE&FF) & MEA/EMEA Employees
- Understands the relevant area of business, products, and processes that go along with it.
- Recognizes the Commission Various plan structures
- Capable of examining the commission structure, appropriate rates, and accounting entries generated by multiple systems (business system, collection & commission system, and oracle financial)
- Understands the legal environment, policy terms and conditions, confidentiality, and other factors that affect the commissioners' ability to comply.
- Prepares commissions for various agent types and business lines under ongoing plans.
- Communicates with interconnected departments and agents/brokers.
- Coordinates with Finance to guarantee smooth commission disbursement processing.
- Coordinates with Medical Operations to ensure seamless processing of premium allocations, rectifications, etc.
- Answers questions and complaints about related work and projects.
- Ensures that the periodic commission activity is current.
- Reconciliation of commissions for each broker/agent, client, and policy, and Finance.
- Keeps a record of Agents, Unit Managers, and Corporate Team in the system.
- Assists with any other duties assigned by management.

SKILLS

Team Leadership
Communication Skills
MS Office
Conflict Resolution
INSIS System
CPS System

ACADEMIC QUALIFICATION

Bachelor of Commerce (1997)
University of Karachi, Pakistan

Personal Details

Marital Status: Married
Dependents: 5
Driving License: UAE
Language: English / Urdu
Visa Status: Residence