



Hassan Mehmood

Accounts Cum Admin Assistant

at PAK EXPRESS LUXURY CARS TRANSPORT LLC

Location: Dubai, United Arab Emirates
Education : Bachelor's degree, Accounting
Experience: 6 Years, 10 Months

CONTACT

Location: Dubai, United Arab Emirates
Name: Hassan Mehmood
Mobile Phone: +971527442296
Country: Dubai, United Arab Emirates
Email Address: Hassanmehmood687@gmail.com

TARGET JOB

Target Job Title: Admin Assistant, Assistant Accountant, Customer Service Representative, Office Assistant, Data Entry Operator, Document Controller

Career Level: Mid-Career

Target Job Location: UAE

Career Objective: A reliable, success-driven and competent professional with almost a decade of hands-on experience in Accounting clerk and executive support tasks as well as customer service. Well versed in performing a variety of administrative tasks and utterly dedicated to utilize earned skills in the field of administration by working effectively and consistently.

Employment Type: Full Time Employee; Temporary Employee; Part Time Employee

Notice Period: Immediately

PERSONAL INFORMATION

Date of Birth 8 August 1995 (Age: 26)

Gender Male

Nationality Pakistan

Additional Nationalities -

Residence Country Dubai, United Arab Emirates

Visa Status Residency Visa (Transferable)

Marital Status Single

Number of Dependents 7

EXPERIENCE (4 YEARS, 10 MONTHS)

October 2020 - Present

Accounts Cum Admin Assistant

at PAK EXPRESS LUXURY CARS TRANSPORT LLC

Location: Dubai, United Arab Emirates

Company Industry: Motor Vehicle Passenger Transport

Job Role: Administration

- Supports company operations by maintaining office systems and supervising staff.
- Maintains office services by organizing office operations and procedures, preparing payroll, controlling correspondence, designing filing systems, reviewing and approving supply requisitions, and assigning and monitoring clerical functions.
- Provides historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records.
- Obtain new employment visas / work permits, visa renewal, visa cancellation, travel report for all expatriate employees.
- Obtaining new RTA cards, renewing RTA cards maintain RTA related records.
- Obtaining RTA related training (Refresher / Induction) for the employees.
- Designs and implements office policies by establishing standards and procedures, measuring results against standards, and making necessary adjustments.
- Completes operational requirements by scheduling and assigning employees and following up on work results.
- Keeps management informed by reviewing and analyzing special reports, summarizing information, and identifying trends.
- Maintains office staff by recruiting, selecting, orienting, and training employees.
- Maintains office staff job results by coaching, counseling, and disciplining employees, and planning, monitoring, and appraising job results.
- Communicates with relevant agencies to produce travel itineraries for business directors and employee events.
- Arranges meetings by scheduling appropriate meeting times, booking rooms, and planning refreshments.

- Manages correspondence by answering emails and sorting mail.
- Assists in planning and arranging events, including organizing catering.
- Prepare invoices according to drivers Uber & Careem Work on weekly basis
- Prepare invoices for other company expenses
- Prepare Vat Details
- May Take Care of website functions and social media profiles

June 2020 - September 2020

Call Center Customer Service

at SHIPA

Location: Dubai, United Arab Emirates

Company Industry: Distribution, Supply Chain & Logistics

Job Role: Customer Service and Call Center

- Handle 100+ customer interactions per day, giving detailed, personalized, friendly, and polite service to ensure customer retention and satisfaction .
- Memorized all company products and services to be able to answer customer questions quickly and efficiently and increase upsells
- Collect source data such as customer names, addresses, phone numbers, credit card information for over 1000 customers and enter data into customer service software (NetSuite)
- Trained 4 new employees in customer service script recitation, conflict resolution, and data entry practices
- Proficient in video conferencing platforms such as Zoom, Hangouts, and Skype, able to communicate with customers across a variety of channels

April 2017 - May 2020

Accountant Cum Administrative Assistant

at Cordial Link Prepaid Cards Services

Location: United Arab Emirates

Company Industry: Administration Support Services

Job Role: Administration

- Managing and overseeing the daily operations of the accounting department
- Monitoring and analyzing accounting data and produce financial reports or statements
- Establishing and enforcing proper accounting methods, policies and principles
- Be the primary point of contact and build long-term relationships with customers
- Help customers through email, phone, online presentations, screen-share and in person meetings
- Develop a trusted advisor relationship with key accounts, customer stakeholders and executive sponsors
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Communicate clearly the progress of monthly/quarterly initiatives to internal and external stakeholders
- Forecast and track key account metrics

- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations
- Enhance department and organization's reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments
- Responsible for keeping current clients satisfied and delivering exceptional client service on a day-to-day basis
- Monitor and analyze customer's usage of our product
- Responsible for working with the Sales team to onboard and integrate new clients and developing existing client relationships
- Liaise between the customer and internal teams

EDUCATION

Bachelor's degree, Accounting

at University Of Gujrat

Location: Lahore, Pakistan

December 2014

Grade: 60 out of 100

SPECIALTIES

Data Entry

Microsoft Office

Typing Skills

Accounting

Microsoft Excel

SKILLS

Typing

Level: (Expert)

Communication

Level: (Expert)

English Speaking

Level: (Intermediate)

LANGUAGES

English

Level: (Intermediate) | Experience: More than 10 years

Urdu

Level: (Native) | Experience:

Hindi

Level: (Expert) | Experience: More than 10 years

