**BEENISH**

**Personal Details**

Date of Birth : July 20, 1983

Marital Status : Married

Languages : English and Urdu.

**Career Summary**

* **Dedicated Accountant, an experienced administrator & customer**

**service professional with 7+ years of experience** having exposure and experience

 in Accounts, Office Administration, Projects Coordinator &

 Customer Support including, Having a broad knowledge of organizing,

 managing and supporting the day to day activities required for

 running an educational institution. Handling customer queries,

 Detail-oriented, efficient and organized professional responsible for

 setting up and directing accounting departments.

* **An experienced self-starter,** team player and problem-solver

 with keen attention to customer needs and details.

 An innovator with creative skills and experiences to improve

 overall business processes.

**Education:**

**B.Com 1st Division from University of Punjab- 2003**

Majors:
♣ Financial, Cost and Advance Accounting, Economics,
♣ Business Studies, Tax, Business Law, Banking and finance, and
♣ Business Communication

**I.c.s 1st Division from Rawalpindi Board- 2001**

Majors:

♣Computer Science Studies

♣Mathematics & Statistic studies

**Professional Experience:**

**Binghalib Group Of Companies** - Sharjah, U.A.E

**Position: Admin. Executive cum Project Coordinator (Assistant)** Apr2014 – Oct 2015

 **As Admin Exe ;** *Summary : Responsible for acting as a liaison between customers and companies. Assists with complaints, orders, errors, account questions, billing, cancelations, and other queries.*

## PRIMARY RESPONSIBILITIES;

* Resolve customer complaints via phone or email.
* Use telephones to reach out to customers and verify account information.
* Respond promptly to customer inquiries.
* Handle and resolve customer complaints
* Handling day to day cash related activities, such as Petty Cash, cash collection, arranging for bank deposits
* Assist with placement of orders, refunds, or exchanges.
* Set up new customer accounts in **ZOHO CRM.**
* Organize workflow to meet customer timeframes
* Direct requests and unresolved issues to the designated resource
* Keep records of customer interactions and transactions
* Record details of inquiries, comments and complaints
* Record details of actions taken
* Prepare and distribute customer activity reports
* Maintain customer databases **in ZOHO CRM**
* Manage administration
* Communicate and coordinate with internal departments
* Follow up on customer interactions
* Provide feedback on the efficiency of the customer service process

**As Project Coordinator;**

* Planning, organizing and prioritizing the work activities; using time efficiently, organizing and scheduling other people and their tasks;

 and developing realistic action plans

* To determine progress of work orders and to provide information on changes in processing methods received from Engineer.
* Identify and develop sources of potential clients.
* Communicate effectively with clients to gain commitment to purchase and products.
* Overcome client resistance/objections to products.
* Prepare Quotations and follow up with customers and Update in ZOHO **CRM**
* Maintain an effective tracking system for enquiries to confirmation or release stages.
* Provide a weekly schedule of planned activities for each staff.
* Maintain Daily Timesheets for all staff
* Prepare method statements for immediate Jobs and trained staff.
* Maintain accurate records of all contacts with clients and Supplier
* To expedite and deliver work orders to the next jobs
* Perform other duties as assigned to insure the success of projects, individuals, and the company

**Shakiba Travel & Tours Dubai , U.A.E**

**Position: Travel Consultant -** Jan 2014 – April 2014

 **Duties and Responsibilities:**

* Deal with clients and customers on a daily basis.
* Book flights, tickets sales, travel insurance, car hire etc.
* Work as part of a team selling holidays.
* Responsible for providing detailed travel information to customers and deal with customer queries in relation to holiday packages.
* Responsible for booking corporate travel reservations (air, car, hotel, etc) for large corporate account.
* Promote the acceptance of fares, rates and suppliers that match the client's travel program policies and negotiate contracts.
* Responsible for coordinating travel, including handling on line fulfillment, ticketing, taking phone calls for changes and special requests.
* Ensure compliance with client's corporate travel policies
* Ensure compliance with company's procedures for documentation, ticketing, voids, refunds.

**FM Express & Logistics Pvt Limited -** Islamabad, Pakistan

**Position: Tour Operator cum Accountant** – (05th Sep, 2011 till 31st Dec2013

**Duties and Responsibilities:**

* Preparing and reporting regular sales reports.
* Promoting products via Tele sales and Marketing.
* producing brochures and Internet-based information
* providing pricing information
* Helping customers on their queries.
* Contributes to team effort by accomplishing related results as needed.
* Handling bookings, invoicing and issuing of tickets
* Maintaining Petty Cash
* Perform clerical/administrative functions.
* Prepare payroll.
* Logistical management, hotel, tickets, custom clearance, etc.
* Preparing monthly Profit & Loss statements and monthly closing
* Handling with Receivables and Payables
* Preparing monthly reports and maintaining records
* Prepare weekly and monthly Bank Reconciliation Statement.
* Checking and posting of invoices and sending to customers.
* Make payments to international suppliers by bank transfer or credit card and local suppliers by cheque.
* Maintain Accounts Receivable and sending outstanding statement of accounts to Customers.
* Following-up the customers for the payments.
* Maintain Utility bills payment

**SOUTH TRAVEL & TOURS**: Islamabad Pakistan

**Position: Hotel Reservation In-charge cum Accountant –** (3rd May, 2005–30th Aug, 2011)

**Duties and Responsibilities:**

* Resolve customer complaints via phone, email, mail, or social media.
* Knows the type of rooms available as well as their location and layout.
* Knows the selling status, rates, and benefits of all packages plans.
* Use telephones to reach out to customers and verify account information.
* Greet customers warmly and ascertain problem or reason for calling.
* Assist with placement of orders, refunds, or exchanges.
* Knows the credit policy of the hotel and how to code each reservation.
* Understands the hotel's policy on guaranteed reservations and no-shows.
* Handles daily correspondence. Responds to inquiries and makes reservations as needed.
* Maintain goodwill by beings courteous, friendly, and helpful to guests, mangers, and fellow employees.
* Getting information about areas of interest in order to target more clients in particular seasons.
* Ensure special handling of repeats guest and very VIP guest.
* Review room blocking for Long Stay. Suites and special group request.
* Making arrangements for clients travel programs.
* Maintaining Petty Cash
* Maintain Utility bills payment
* Post daily receipts and payments vouchers.
* Checking Bank Balances and maintain record with Banks.
* Prepare profit and loss statements and monthly closing.
* Checking and posting of invoices and sending to customers.
* Prepare monthly sales reports of sale staff.
* Make payments to international suppliers by bank transfer or credit card and local suppliers by cheque.
* Prepare monthly payable ledgers of local and foreign Suppliers.
* Maintain Accounts Receivable and sending outstanding statement of accounts to Customers.
* Following-up the customers for the payments.

**Muslim Commercial Bank:** Rawalpindi Pakistan

**Position: Internee** – (2nd July 2003 to 2nd Sep 2003)

**Job Description:**

I worked at Muslim Commercial Bank, RWP as an internee. The bank Manager told me about the rules and regulations and a brief history of the bank. Later on, he told me the basics of some operations of the departments in the bank. Though, I was supposed to serve in all possible departments, yet I served the Accounts department the most.

**Interests**

* Cooking.
* Watching TV

**Personal Traits**

* Honest
* Self-Motivated
* Hard Working
* Quick learner
* Patient and Friendly
* [Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)
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