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| **Mr. Majid**  Email: [majid.333676@2freemail.com](mailto:majid.333676@2freemail.com) |



**8.8 years exp**

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**Al Khalidiyah, Abudhabi,UAE**

**CAREER OBJECTIVE :-**

Seeking a challenging position in Organization where my skills and knowledge can be best

utilized and where I can turn my knowledge and skill into value in becoming an asset for the

company.

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**ACADEMIC QUALIFICATIONS :-**

University: University of Calcutta

Degree: Bachelor of Commerce

Year: 2005

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**COMPUTER PROFICINERY**:-

6 months diploma course in **Financial Accounting** from a **Brainware** institute.

Course Contains: - MS Word, MS Excel, Power Point, Tally, Fact.

Other Suites:- Internet & E-mail operations

**CERTIFICATE & TRAINING :-**

* Certificate of training from CITI FINANCIAL – under AEGIS BPO PVT LTD
* Certificate of Attendance – under AL FARDAN EXCHANGE
* Certificate of appreciation from NATIONAL BONDS – under AL FARDAN EXCHANGE

**TOTAL WORKING EXPERIENCE** :-

Current Employer  **:-**

Period of Service **:-** 1st September, 2014 TO Till Now

Current Designation **:-** Working in UAE as a **CASHIER**

**Duties & Responsibilities** **:-**

* Processing and reporting bank account remittance to entire network in the world.
* Processing all instant cash service,like western union,speed cash,instant cash and ezeremit .
* Handing Foreign currency purchases and sales.
* Processing Demand Draft,Electronic pay order,Mail transfer and Telex transfer.
* Processing all local bank transaction and AFEX internal instant transfer.
* Process emoney payments and wages protection system for salary payment.
* Processing all credit card payments and flight ticket payment through Air Arabia & fly Dubai.
* Processing new National bond,international mobile top up also.
* Sales and promoting our Travelez+ Prepaid card.
* Salary disbursement company's workers/labours through WPS.
* Processing DU bill payment online and ADDC utility bill payment.
* Processing new NRI bank accounts and supporting for taking PAN CARD .
* Monthly one day participate for marketing activity on branch level.
* Assisting of customers as a customer care agent for solving complaints .
* Supporting for co-workers and co-operating with Auditors .

Company Name :- **SINTEX INDUSTRIES LTD** (Sintex Group Manufacturing Company )

Period of Service :- 1st September, 2010 to 31'st August,2O14

Designation :- Working in India as a **ACCOUNT ASSISTANT**

**Duties & Responsibilities** :-

* Preparing purchase & sales invoices and the upkeep of an accurate accounts filing system.
* Preparation and input of month end journal vouchers.
* Inputting,matching,batching and coding of invoices.
* Debtor and Creditor reconciliations.
* Conversant with VAT reconciliations.
* Conducting regular business reviews of financial performance.
* Proactively identifying business improvement opportunities.
* Ensuring that information is accurately collated & entered into systems.
* Preparation of bi-weekly invoice and expense claim payment runs.
* Assist in the preparation of monthly balance sheet account reconciliations.
* Inputting of supplier invoices and employee expense claims to the ledgers.
* Organizes and maintains warehouse and inventory yard areas for efficient material storage and handling,maintains labeling system on each stock item for accounts purpose.
* Maintain registers for issues,returns and receive of new materials.
* Provides accurate,current inventory data for purchasing decisions.
* Maintains inventories at optimum levels to prevent under or over investment in inventory.
* Maintain registers for sales order,purchase order,transfer etc.
* Verifies clerical computations against physical count of stock.
* Prepares reports of inventory balance and send it to concern department.
* Create Pos,adjust ship date base on the movements,plan the shipping schedule.
* Follow up with the transport company for materials loading and unloading.
* Follow up with the HO concern department for payments of transport company.

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Company Name :- AEGIS BPO PVT LTD ( Essar Group BPO Company )

Period of Service :- 12 th April, 2008 to 31 st August, 2010

Designation :- Working in INDIA as a **CUSTOMER CARE EXECUTIVES**

**Duties & Responsibilities** :-

* Manage large amounts of incoming and outgoing calls.
* Idendify and assess customers needs to achieve satisfaction.
* Build sustainable relationships of trust through open and interactive communication.
* Provide accurate,valid and complete information by using the right methods/tools.
* Handle complaints,provide appropriate solutions and alternatives within the time limits,follow up to ensure resolution.
* Keep records of customer interactions,process customer accounts and file documents.
* Follow communication procedures,guidelines and policies.
* Take the extra mile to engage customers.
* Generate sales leads.
* Meet personal/customer service team sales targets and call handling quotas.

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**PERSONAL DETAILS** :-

Date of Birth - 01.05.1982

Sex - Male

Nationality - Indian

Religion - Islam

Marital Status - Single

**LANGUAGE KNOWN** :-

English : Fluent

Hindi : Fluent

Bengali : Fluent

Arabic : Average

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**STRENGHT** :-

* Good Communication Skills
* Punctual
* Hard Working
* Quick & Faster
* Team Spirit & Positive Attitude
* Friendship Attitude
* Problem Solving Quality
* Always Smile Face

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**HOBBIES** :-

Playing Football, Playing cricket, playing video games,Traveling & making friends

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**DECLARATION** :-

I confirm that the information provided by me is true to the best of my knowledge and

belief"

Date :

Place: .........................................

Signature