**Muhammad**

**Muhammad.336914@2freemail.com**

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****CAREER OBJECTIVE

Seeking position in **Administration / Customer service/ Sales Coordinator** that allows me take an opportunity for professional challenges to achieve company’s goal by utilising my skills in a best possible manner.

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* **6 +years of experience** in the areas of Customer Service Officer & Admin/ Sales Coordinator
* Professionally qualified with Master Business Administration**( MBA -Banking)** and Bachelor of Commerce **(B.Com -I.T)**
* Computer literate; with leadership and managerial skills
* Outstanding planning, Effective communication & analytical skills coupled with organizational and coordination abilities
* Skilful in diagnosing, understanding & handling customers’ / clients’ needs or wants and resolving their issues with ease.
* Ability to work well under pressure
* Gathered a fair understanding of executing the sales strategy and business operations in an increasingly competitive global environment.
* Proficiency at grasping new technical concepts quickly & utilizing it in a productive manner.
* Adaptable and a quick learner; possess skills to work under pressure.

**PROFESSIONAL EXPERIENCE 1**



#### Sales Coordinator (Logistics)

##### CONMIX LTD

July 2014 – Present -DUBAI

Co-ordinate transportation of materials as Plaster Chemical & Paints and manage the timely flow of customer orders

2- Adhering to policies, procedures and regulatory requirements, facilitate the shipping and/or receiving of products to and from the warehouse on behalf of customers.

3- Support Inventory Management consisting of reconciling and maintaining of finished goods inventory by Oracle Application With all Warehouse Locations.

4- Establishment and Manage relations with warehouses, ocean carriers, land transport, sales force and customers.

5- Oversee and Monitor availability of Stock to reduce shortages.

6- Assist Audit of Vendor invoices and month end processing to incooperate finance accruals.

7- According to requirement of the sales team, arranging the Products and sending them to customer without any delay.

8- Co-ordinate with customers, both local and export sales. Arranging the Products and sending them without delay.

9- Generating the Invoices through the system and sending it to Dispatch team for Making Delivery Notes for the Further Flow of Material at their right place and follow up with their weights according to Regulatory of Shipping and Ports and Level of Boarder clearing points of view.

10- Arranging the Plaster Chemicals for all Conmix branches as well as for Outside Customers.

11- Dealing with **Conmix Paint** to Deliver within UAE and Also Across the GCC.

12- Arranging Cash Invoices and Reconciled for Customer Payments.



Product Range - Conmix LTD - Building History

**PROFESSIONAL EXPERIENCE 2**



**Dec 2013 to May 2014 FINCA Microfinance Bank Ltd Customer Service Officer, Pakistan**

* Ensuring the smooth running of basic banking transactions.
* Looking after the short term and long term funding requirements of business clients and individual customers.
* Advising clients on mortgages and raising loans.
* Building relationships with high net worth individuals.
* Answering any financial and banking queries.
* Contributing towards policy making.
* Maintaining a professional image at all times.
* Putting into effect new procedures and policies passed down from Head Office.
* Handling customer queries face to face, over the phone or via correspondence.
* Analysing financial reports.i.e Bank Reconciliation Statement, Vouchers Statistics Reports and Also Working to All the Units Compiling Reports of Vouchers
* Presenting information clearly to customers, work colleagues and third parties.
* Representing the bank within the local community.
* Verifying customer data to detect and identify financial fraud.
* Opening new bank accounts for individuals and also companies
* Accounting Opening
* Issuance of Cheque Book, ATM card, Pay Order and Term Deposit Certificate
* Handling Complete Procedure of Loan against Gold
* Filling of Legal Documents
* Inward/Outward Clearing Cheques
* Record Maintenance of All of Above
* Preparation of Monthly Reports

**PROFESSIONAL EXPERIENCE 3**



**6-Weeks National Bank of Pakistan. Internship, Pakistan**

* Accounts Information
* Accounts Opening
* Anti-Money Laundering Processing
* Bills And Remittance
* Cash Counter Processing
* Banking Products
* Voucher Preparing of Day to Day Process
* Inward/Outward Cheques Clearing Process
* Preparing the Monthly Reports of Banking Transactions.
* Maintain a Complete Internship Report of Banking and Approve Through University.

**PROFESSIONAL EXPERIENCE 4**



**Dec 2007 to Dec 2010 Jauharabad Distt Khushab, Lahore, Pakistan Admin (Finance Supervisor)**

* Preparation of Bank Payment, Cash Payment, Receipt & Payable Voucher.
* Monthly closing Adjustments.
* Reconciliation of creditor’s Accounts.
* Preparation of Debtor’s Bills.
* Filing of income Tax & Sales Tax Return.
* Preparing of Cash & Credit Voucher
* Preparing Salaries of Employee
* Complete Processing of Full & Final Payment of retirement employee
* In Accounts better handling through the Oracle System
* Checking overall invoices of the different other parties.
* Working in the LC system in case of the import from the foreign countries.
* Issues Memo’s and reporting to the all the departments.
* Having good knowledge of Excel, Word & Oracle.
* Reporting the reports and status to the higher authorities’ i.e Cheif executive and Chief Finance Officer and Board of Directors.
* Ability to develop and implement policies and procedures.
* Good communication Skills.
* Ability to work in team and pressures.
* Keen to learn more.
* Well familiar with all purchase procedures and able to handle independently procurement of the following:

**Raw Material & Packing Material**

* Laterite/Bauxite/Gypsum
* Paper Bags/Polypropylene Bags.

**Material/Equipment for Testing.**

* Chemicals/Lab Equipment/Glass Wares.

**ACADEMIA & CREDENTIALS**



2008 –2012 **Master of Business Administration (MBA -Banking),** Virtual University of Pakistan

2005 – 2007 **Bachelor of Commerce (B.Com -I.T)**, Islamia University of Pakistan

**ADDITIONAL QUALIFICATION**



**Certificate in Computer Application** from Educate College of Information Technology

MS Window 8 & 10 and XP/2000, 2007 and XP-7, **MS Office, Oracle, Tally, SAP**

Internet/Emails etc

**PERSONAL DETAILS**

**DOB :** Jan, 14, 1988

**Marital status :** Single

**Nationality :** Pakistani

**Visa status : Employment Visa (Conmix Ltd)-Immediate Available**

**Languages known :** English, Urdu

**U.A.E Licence : Valid U.A.E Licence (LTV)**

**DECLARATION**



I hereby declare that the above-mentioned information is correct up to my knowledge and bear the responsibility for the correctness of the above-mentioned particulars.