**CURRICULUM VITAE**

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**ANZAR**

**Email:** **anzar.343682@2freemail.com**

**Objectives**

To work for a professional organization which offers challenging opportunities, an excellent cooperative working environment to utilize my professional and technical knowledge, enabling me to improve my abilities, develop my functionality, and improve the organization plans and work procedures.

**Career Highlights**

* Completed MBA in finance.
* MBA project on Mergers and Acquisitions of Indian Banks
* Operation assistant in Sunrise products,(furniture) INDIA.
* Customer Relationship Officer at Hinduja Global Solutions (HGS) INDIA,
* Accountant in AL Faras Auto Spare Parts LLC SHARJAH,UAE.
* UAE Driving license holder.( Light vehicle Manual).
* Ready to join immediately.

**Work Experience**

**Work experienced as Accountant:**

2017 March to November 2018 : Worked as Sales executive for 6 months then as an Accountant in Al Faras Auto Spare Parts Company.Sharjah, UAE.

* Verify and process all accounts payable and accounts receivables documents, negotiate payment terms with vendors/suppliers
* Examining bank statements and reconciling them with general ledger entries.
* Provide technical support and advice to management.
* Support month-end and year-end close process.
* Communicate with Manager and Director on work status and client issues that arise.
* Monitor payments and expenditures.
* Document financial transactions by entering account information.
* Contributes to team effort by accomplishing related results as needed.
* Maintains customer confidence and protects operations by keeping financial information confidential.
* Examine returned parts for defects, and exchange defective parts or refund money.
* Assist customers, such as responding to customer complaints and updating them about back-ordered parts.

**Work experienced as Customer relationship officer** :

* Analyzing records of customer inquiries, purchases, service requests and complaints.
* Managing incoming calls and customer service inquiries.
* Generating sales leads that develop into new customers.
* Identifying and assessing customers’ needs to achieve satisfaction
* Manage large amounts of incoming calls.
* Build sustainable relationships and trust with customer accounts through open and interactive communication.
* Provide accurate, valid and complete information by using the right methods/tools.
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution .
* Strong phone contact handling skills and active listening.
* Familiarity with CRM systems and practices.
* Customer orientation and ability to adapt/respond to different types of characters.
* Excellent communication and presentation skills.
* Ability to multi-task, prioritize, and manage time effectively.

**Driving License Details**

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| Grade | : | Light vehicle Manual |
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**Academic Qualification**

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| **Examination** | **Institution** | **Passing Year** | **University/Board** |
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| S.S.L.C | St Matthias High School | 2009 | Karnataka Secondary |
|  |  |  | Board |
|  |  |  |  |
| II P.U.C | St philomenas college | 2011 | Department of Pre- |
| (PCMB) |  |  | university Board |
|  |  |  |  |
| B.B.M | D.Banumaihais | 2014 | Mysore University |
|  | College Mysore |  |  |
|  |  |  |  |
|  | B. N. Bahadur Institute | 2016 | Mysore University |
| M.B.A(Finance) | of Management |  |  |
|  | Sciences (BIMS) |  |  |
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**M.B.A Project Detail**

* A study on Mergers and Acquisitions of Indian Banks.

**Computer Knowledge**

* Microsoft Office (word, excel, power point)
* Tally ERP 9.0
* Winsoft accounting software.
* Typing Speed 25-30

**Key Skills & Capabilities**

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|  | Customer Responsiveness |  | Planning |
|  | Effective leadership |  | Project strategy |
|  | Integrity |  | Negotiation |
|  | Team development |  | Scheduling |
|  | Strong attention to detail and confidentiality |  |  |

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|  |  | **Personal profile** |
| Date of Birth | : | 05/10/1993 |
| Nationality | : | Indian. |
| Marital Status | : | Single. |
| Hobbies & Interest | : playing cricket, watching movies, travelling new places |
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