**SYED**

[**SYED.363653@2freemail.com**](mailto:SYED.363653@2freemail.com)

**CAREER OBJECTIVE**

Seeking a position to utilize my skills and abilities in relevant field offers professional growth while being resourceful, innovative and flexible.

**EDUCATION**

* B.COM (Bachelors of commerce).
* JAMAL MOHAMED COLLEGE.
* University of Bharathidasan at Tiruchirappalli.

**SUMMARY OF QUALIFICATIONS**

* Strong call centre, accounting, warehouse, knowledge background.
* Detail oriented & efficient.
* Strong analytical ability.
* Trustworthy in work.

**SKILLS**

* Microsoft Office Excel, Word.
* Tally 9.
* ERB accounting software.
* Administrative work.

**EXPERIENCE**

Over all 13 years experience which is includes and ongoing experience in the field of building materials trading at Dubai 6 years, 5 years in the field of sea food in Sri Lanka, 2 years experience in the field of jewellery in India

* **6 years UAE experienced as accountant and store in charge, customer call centre in GULF STAR BUILDING MATERIALS TRADING L.L.C. DUBAI.**

**DUTIES & RESPONSIBILITIES AS ACCOUNTANT**

* Maintained customer & supplier detailed ledger
* Report monthly customer outstanding statement for collecting dues
* Prepare supplier payments
* Report monthly sales & purchase details
* Bank reconciliation
* Sales & purchase invoices entry
* Analysis purchase invoices
* Maintained petty cash
* Report monthly & yearly financial report
* Prepare profit & loss a/c
* Report monthly & yearly trial balance
* Entry for all related business activities

**DUTIES & RESPONSIBILITIES AS STORE IN CHARGE**

* Maintained store facilities to ensure smooth functioning – Made arrangements and placed orders for new stock and supplies whenever necessary.
* Responsible for upkeep of various appropriate records of materials received.
* Received deliveries of new materials and ensured that all the supplies were in proper order – Stored the supplies and items received in their designated place to avoid time wasted searching for items and general confusion.
* Issued supplies as per the demand of the site requirements.
* Maintained all expenditure incurred by store and presented to store manager.
* Reports to store manager on a regular basis stock in store it could be help regarding requirements of materials so that the future orders could be placed accordingly.
* Monitored the functioning of store equipments and reported problems and failures to the manger.
* Prepare LPO against indent, in the basis of stock available and fast consumable materials.
* Good relation and control with store laborers its help to time saving and avoid for delayed working.

**DUTIES & RESPONSIBILITIES AS CUTOMER CALL CENTRE**

* Providing advice, information and assistance to callers.
* Attempting to resolve all enquiries on first contact with the caller.
* Making sure that all telephone calls are answered promptly.
* Dealing with a customer’s queries, requests, orders or complaints.
* Following up customers by calling them back.
* Research required information for callers using available resources.
* Involve in processing orders, forms and application.
* Accurately recording details of calls and issue on logging software.
* Having a professional and courteous manner at all times.
* Identify and escalating priority issues or customer complaints.
* Sending emails to clients answering their enquiries.
* Arranging appointments for concerned person.

**DUTIES & RESPONSBILITIES AS DOCUMENT CONTROLED**

* Maintained a tracking facility to enable documents to be updated easily
* Scanning in all relevant new documents and save proper location
* Checking dispatch documents are accurate.
* Presentation and filing of documents and drawings
* Responsible for maintaining hard copy information
* Issuing and distributing controlled copies of information
* Provide advice on procedure of issue and methods in accessing the system
* Ensuring all documents are as up to date as possible within electronic filing system
* **5 years** experienced in the field ofImports and Exports Accounting at Sri Lanka **ASHIYA IMPEX IMPORTS AND EXPORTS [p] LTD for sea foods.**

**DUTIES & RESPONSIBILITIES**

* Maintained customer and supplier ledger.
* Daily bank transaction.
* Handling petty cash.
* Support chief accountant for monthly & final Report.
* Prompt answer by telephone conversation customers and suppliers.
* Follow up customer and supplier orders.
* Prepare customer packing list as per product and packages.
* Cooperates smoothly and straightly with other employees.
* **2 years experienced JEWEL INDIA [p] LTD AT Chennai. India as sales cum customer relationship**

**DUTIES & RESPONSIBILITIES**

* Sales cum customer relationship for gold & silver ornaments
* Maintained day book
* Handling petty cash.
* Daily bank transaction.
* Entry for daily inventory and manual stock checking morning and evening with comparison system vise stock.
* Take orders from customers.
* Research suitable goldsmith for customer’s orders.
* Follow up goldsmith for our orders.
* Dispatch customers order.
* Weakly and daily contact selective customers for informing gold rate and special offers.
* Maintained customers contact details.
* Send our yearly special offer letters to customer’s postal address.
* Confirm our customers they are received our yearly special offer letter.
* Send a surprise gift to selective customers by our representatives.
* Weakly arrange salesman meeting.
* Follow up customers complaints and feedback.
* Receiving customers repairing items and Follow up, dispatch to customers.