** Resume**

**Dilip**

**Email:** **dilip.369077@2freemail.com**

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**Objective:**

Seeking a challenging and rewarding position in the Customer Service that will give me an opportunity for professional growth in an environment where I can utilize and enhance my knowledge and experience to achieve personal goals and make a meaningful contribution to my employer.

**Profile:**

* An energetic, self-motivated, highly organized, detail oriented team player committed to Company’s mandate.
* Excellent interpersonal, communication and presentation skills, both within the organization and externally.
* Experienced in successfully working in a multi-cultural environment, resolving problems and guiding people thru stressful situations.
* Highly motivated and administrative strengths supported with good public relation skills.
* Strong work ethics, willing to go above and beyond to ensure continued success.
* Open to new ideas and methods and able to implement changes easily.

**Professional Experience:**

**Pacific Owners Association Management Services – Dubai March 2013 to Present**

**Head of Collections**

* Maintained relationship with clients by providing support, information, and guidance; researching and recommending new opportunities, recommending service improvements.
* Set-up new customers in the system, and ensured correct coding of all customer invoices and payments in accordance to company policies.
* Downloaded customer invoices from all our affiliated group of companies to email to customers.
* Maintained and organized support for customer remittances (wire & credit card payments).
* Responded to customer inquiries in a timely manner reconciled customer statements and correct discrepancies as necessary.
* Supported financial statement audits and assisted in month-end financial statement closures.

**Omar Al Khatib Typing Center - Dubai**   **Feb. 3rd 2011 to April 2013**

**Office Assistant/Typist**

* Maintained quality service by establishing and enforcing organizational standards.
* Receive, sort and distribute incoming mail.
* Monitor incoming emails requests and answer or forward as required.
* Prepare outgoing mail for distribution.
* Fax, scan and copy documents.
* Maintain office filing and storage systems.
* Update and maintain databases such as mailing lists, contact lists and client information.
* Type documents, reports and correspondence.
* Co-ordinate and organize appointments and meetings.
* Monitor & maintain office supplies & ensure office equipment is properly maintained and serviced.

**Design Evolution - Karachi July 2005 to September 2009**

**Office Assistant**

* Received, directed and relayed telephone messages
* Picked up mail and deliver to appropriate employees
* Opened and date stamped all general correspondences
* Assisted in planning and preparations of conferences, meetings
* Maintained adequate inventory of office supplies
* Also helped in other duties assigned.

**Projects Undertaken:**

**Pakistan Television Private Limited (PTV) - Karachi**

* Managed their Events

**Export Promotion Zone Authority (EPZA) - Karachi**

* Managed and designed their campaigns

**Maxco Private Limited - Karachi**

* Managed their networking events

**Professional Development:**

* **Government Degree College April 2001 - 2002**

Karachi University

* **S.S.C. mention certificate**  **August 1997 - 2000**

St. Mary’s English High School - Karachi

**Workshops, Training & Diplomas:**

* Certificate for 3-D Multimedia Animation & Digital Video Editing
* Abode Illustrator
* Abode Photoshop
* Abode After Effect
* Abode Premier
* Macromedia Flash
* 3-D Studio Max

**Technical Skills:**

* Analytics: Google analytics
* Office Applications: Word, Excel & Access
* Power Point
* Front Page
* Windows Installation / Hardware & System Assembling

**Language Proficiency:**

* Fluent in written & Speaking English, Urdu and Guajarati

**Extra Activities:**

* Playing Chess, Listening music, Playing Cricket, Creative concepts & Taekwondo martial arts games.

**Personal Information:**

* Marital Status : Single
* Date of Birth : July 8th, 1980
* Nationality : Pakistani
* References : Upon request