**NAME : NAIYANA**

**Naiyana.356838@2freemail.com**

**CAREER OBJECTIVE**:

**To have a career that utilizes and enhances my skills, draws out potentials, provides sufficient opportunities, enhances my character and well- being through different experiences and optimizes my personal and professional growth.**

**QUALIFICATIONS SUMMARY:**

* Outstanding experience in Managing Cash resources, Sales and Customer Service.
* Adept in analyzing and resolving problems utilizing superior communication skills to ensure optimum results and follow up.
* Profound knowledge of software programs such as Microsoft Word and Excel.
* In-dept knowledge of the organization and maintenance of filing systems.
* Great knowledge of the techniques of receiving callers, making appointments and giving information.
* Have flexible attitude towards work and can cope up deadlines.
* Well organize, hardworking, resourceful, and able to work well under pressure.
* Experienced at typing of letters, reports, etc. from photocopying, faxing, sorting and distributing post.

**PROFESSIONAL EXPERIENCES:**

**COMPANY NAME : RIGHT SOURCE LLC. ( DEIRA, DUBAI UAE )**

**POSITION : Accounts & Admin Assistant**

**INCLUSIVE DATE : October 31, 2015 – November 1,2016**

**Duties and Responsibilities:**

* Assisting in accounting, balancing, reporting company’s finances.
* Undertaking the tasks such as filing, typing, basic bookkeeping, handling mail and making phone calls.
* Management of petty cash transactions.
* Controlling credit and ensuring debtors pay on time.
* Reconciliation of direct debits and finance accounts.
* Ensuring all payments amounts & records are accurate.
* Preparing Cheques, Cash Receipt & Payment voucher.
* Handling supplier invoices on a daily basis, ensuring matching to purchase orders and delivery notes. Returning all invalid documents when necessary.
* Monitor and review of outstanding invoices with prompt resolution of queries
* Ensuring all supplier invoices are filed accurately and timely.
* Answering suppliers’ phone calls and resolving queries
* Reconciliation of supplier statements
* Reconcile the Purchase ledger to general ledger on a monthly basis
* Process all petty cash payments
* Preparing Telegraphic Transfer to the bank.
* Assist in the preparation of bank reconciliations
* Preparing Sales Invoice to the clients & Encoding all Purchase & Sales Invoice in the system.
* Processing online documents ( Certificate of Origin) and payments ( Etisalat & Dewa ).
* Arranging the driver for the delivery & pick up of the materials, installation and re-installation.
* Checking staff attendance and overtime.

**COMPANY NAME : CONTINENTAL PLANT AND EQUIPMENT INC. (JEBEL ALI FZE, DUBAI UAE)**

**POSITION : Accounts Assistant**

**INCLUSIVE DATE : October 26, 2014 – October 31,2015**

**Duties and Responsibilities:**

* Responsible for preparing and monitoring the Rental and Proforma Invoice, Quotations and Delivery Advice.
* Preparing and sending Statement of Accounts Payable and Accounts Receivable every end of the month.
* Encoding and posting everyday expenses in the system.
* Filing all the Documents, Invoices especially banks statements according to the file labels.
* Responsible for preparing telegraphic transfer to the bank and issuing cheques.
* Monitoring and processing the payments thru online like DEWA, ETISALAT, DU and other company bills.
* Preparing and encoding job cards and machine expenses. And also preparing for the Payment and Receipt Voucher.
* Answers questions about organization and provides caller with address, directions and other information.
* Answers incoming telephone calls, determines purpose of calls, and forward calls to appropriate personnel or department.
* Preparing internal and external mail / courier. And replying for the emails.
* Process Bill of Lading & other Custom documentation through Dubai Trade Portal (Import / Export & Transfer w/in FZ ).

**COMPANY NAME : BRANDS GENERAL TRADING LLC. ( DEIRA, Dubai U.A.E )**

**POSITION : Cashier cum Sales Representative**

**INCLUSIVE DATE : January 23, 2010 – October 24, 2014**

**Duties and Responsibilities:**

* Responsible for maintaining outstanding customer service as per company standards, processing sales quickly, accurately and efficiently, cash register, operations and safeguarding company assets.
* Ensure that each customer receives outstanding service by providing a friendly environment which include greetings and acknowledging every customer, maintaining outstanding standards, solid product knowledge and all other aspects of customer service.
* Answer customer questions and provide information on company procedure or policies.
* Responsible for solving customer’s complaints.
* Responsible for answering calls of customers to provide all the proper information regarding the products.
* Maintain awareness of all promotions and advertisements.
* Communicate customer request to management.
* Maintain orderly appearance of register area and supplies stocks.
* Compiled and maintained non-monetary reports and receipts.
* Aid customer’s in locating the merchandise.
* Assist in floor moves, merchandising, display maintenance and housekeeping.
* Performed other related tasks that manager may assigned from time to time.

**COMPANY NAME : GULF GENERAL TRADING EST. LLC (DEIRA, DUBAI U.A.E. )**

**POSITION : Cashier cum Sales Representative**

**INCLUSIVE DATE : NOVEMBER 23, 2006 until NOVEMBER 30, 2009**

**DUTIES AND RESPONSIBILITIES:**

* Maintains daily cash sales thru manual invoices and POS sales.
* Accepts deposits from customer.
* Replenishes expenses from petty cash fund.
* Process merchandise returns and exchange.
* Resolved customer complaints.
* Records and prepares daily, monthly and yearly sales report.
* Directly reports to the showroom manager regarding areas of responsibilities.
* Know the product and pricing scheme of the company.
* Process all sale transaction by receiving payment by cash, credit card and automatic debit.
* Reporting daily sale to the showroom In-charge.
* Computing and recording total transaction.
* Answer customer’s question and provide information on procedures or policies.
* Deal tactfully and pleasantly with customers.
* Checking and replenishing the item from the display.

**EDUCATIONAL BACKGROUND:**

**COLLEGE : BACHELOR OF SCIENCE IN COMMERCE**

**( MAJOR IN BANKING AND FINANCE )**

**CENTRAL PHILIPPINE UNIVERSITY**

**JARO ILOILO CITY, PHILIPPINES**

**STATUS : GRADUATE**

**YEAR 1995 - 1999**

 **COMPUTER SKILLS: MICROSOFT WORD, MICROSOFT EXCEL**