



Mohammad Faizal

Customer service



PERSONAL PROFILE

Highly resourceful customer service professional willing and able to adapt effectively to a constantly changing environment.



HIGHLIGHTED SKILLS

- Ledger and journal entries
- Payment reconciliation
- Active Listening
- Analytical and Critical Thinking
- Data Entry
- Decision Making
- Flexible and Adaptable
- Good Telephone Etiquette
- Microsoft applications proficiency
- Organization and Time Management
- Problem-Solving
- [Type] Software Proficiency
- Cash Handling
- Organization



CONTACT INFORMATION

Phone :0569035225

Email:

hfhajafaizal@gmail.com

Address:Abudhabi,
Abudhabi



WORK HISTORY

Customer service

Emirates post (outsource)

2020 to Present

- Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services. Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued. Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed. Building lasting relationships with clients and other call center team members based on trust and reliability.

Data Entry Clerk

Madurai restaurant (part time)

2019 to 2022

- Maintaining all sales record in the book of accounts
Maintaining all purchase and expense in the book of accounts. Maintain to make payment to suppliers.Reconcile the bank statement by comparing transactions to the general ledger. Maintain accounting documents and records ensuring all files are up to date.

Retail Sales Associate

Addidas

outlet 2019 to

2019

- Maintained the sales floor by zoning, arranging and organising merchandise ,identifying shrinkage and damage. Assisted the customers in identifying their needs and sizes suggesting other products that they may interested in based on their choices. Handled other essential task like merchandising and stocking. Stock merchandise setup and cleaned the displays.

- Greeted customers and helped with product questions, selections and purchases.
- Folded and arranged merchandise in attractive displays to drive sales.
- Checked pricing, scanned items, applied discounts and printed receipts to ring up customers.
- Balanced and organized cash register by handling cash, counting change and storing coupons.
- Answered questions about store policies and addressed customer concerns.

Bookkeeping Assistant

Mars vat consultancy

2018 to Present

- Completed weekly check runs and maintained accounting ledgers by verifying and posting account transactions into accounting system.
- Reconciled account information and reported figures in general ledger by comparing to bank account statement each month.
- Transferred data and documents to facilitate system migration and software updates.
- Investigated daily variances and corrected errors to resolve discrepancies.
- Validated and recorded invoices and resolved discrepancies with vendors.
- Prepared and mailed account statements to vendors and kept meticulous correspondence documentation.
- Maintained inventory of office supplies and placed orders.
- Processed employee and contractor expense reimbursements quickly.
- Reviewed general ledger for accuracy and specific coding issues.

Accounts Assistant

Dhiyafa snacks & cafe

2019 to 2019

- Processed payments and documents such as invoices, journal vouchers, employee reimbursements and statements.
- Organized data into multiple spreadsheets to streamline data.
- Investigated daily variances and corrected errors to resolve discrepancies.
- Reviewed figures, postings and documents for correct entry, completeness and accuracy.
- Maintaining financial records for clients companies by analysing balance sheets and general ledger

accounts. Reconcile the bank statement by comparing transactions to the general ledger. Maintain accounting documents and records ensuring all files are up to date. Prepare bank deposits.

Accounting Clerk

Salem travel agency

2018 to 2018

- Work Experience Accounting Tools in SMART Travel System Preparing Daily Reports Maintaining Daily Sales Reports Preparing Cash Invoice Maintain Sales Verification Report



EDUCATION

Bharathidasan university

Commerce with Computer Application - Bachelor in commerce, 2013 - 2016