

# SHANZA SHOUKAT

## Accounts and Finance

Sharjah,  
00000, United Arab Emirates

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### LANGUAGES

English

Hindko

Urdu

### EDUCATION

#### MASTERS IN BUSINESS ADMINISTRATION

Hazara University Mansehra 2015

CGPA 3.68/4.00

- 3.68 GPA - Proven Academic Rigor

#### BACHELORS IN COMMERCE

Hazara University Mansehra 2012

GRADE B

#### F.SC PRE MEDICAL SCIENCES

BISE Abbottabad 2010

A grade

### SKILLS

Microsoft Excel

Planning

Management

Microsoft PowerPoint

Communications

Poultry

Facility Management

Business Studies

Coordinating

Microsoft Word

Team Management

Agriculture

Spreadsheets

### PERSONAL DETAILS

Nationality: Pakistani Visa

status: UAE visit

Marital status: Married

### Areas of Expertise

Cash handling skills  
Complex problem solving  
Record keeping and documentation  
Exceptional customer service  
Client Relationship

Managing financial transactions, preparing financial reports, analyzing financial data, and ensuring compliance with regulations. Responsibilities may include bookkeeping, budgeting, forecasting, tax preparation, and auditing. Attention to detail, analytical skills, and proficiency in accounting software are typically required. Roles can vary from entry-level positions like accounts payable/receivable clerk to senior roles such as financial analyst, accountant, or finance manager.

### WORK EXPERIENCE

#### Muslim Comercial Bank (MCB)

18th April 2018 – 20th Februry 2024

Manage customer transactions, including deposits and withdrawals, while providing assistance and promoting bank products. They ensure accurate cash handling, address customer concerns, and maintain compliance with regulations, playing a crucial role in the smooth functioning of the bank

#### Teller Service Officer (TSO)

1. Processing customer transactions such as deposits, withdrawals, and transfers.
2. Assisting customers with account inquiries and problem resolution.
3. Handling cash and maintaining accurate cash balances.
4. Promoting and cross-selling bank products and services.
5. Educating customers on self-service options like online banking and ATMs.
6. Following security procedures to prevent fraud and ensure compliance with regulations.
7. Opening and closing customer accounts.
8. Maintaining a clean and organized work area.
9. Collaborating with other bank staff to provide excellent customer service.
10. Adhering to bank policies and procedures.

Suzuki Motors Abbottabad  
January 2016 – March 2017

#### Sales Executives

“Dynamic sales executive with a proven track record of exceeding sales targets. Skilled in identifying and capitalizing on business opportunities, cultivating strong client relationships, and driving revenue growth. Proficient in negotiation, communication, and strategic planning. Experienced in preparing sales reports, attending industry events, and staying updated on market trends

#### key Responsibilities:

- Prospect and generate leads for potential clients.
- Pitch products or services to potential clients.
- Negotiate contracts and terms with clients.
- Maintain relationships with existing clients.
- Meet sales targets set by the company.
- Provide customer support and address client concerns.
- Stay updated on market trends and competitor activities.
- Participate in marketing activities, such as attending trade shows or conferences, to promote the company's offerings.

### HOBBIES

- Watching Reading Book

### COURSE

NIMS Abbottabad  
2014 - 2015

#### Computer Course

MS Office  
Word  
Excel

### INTERNSHIP

#### FINAL YEAR INTERNSHIP

Bank Al Falah  
Jan 2015 - Jun 2015

1. Industry-aligned projects.
2. Leadership opportunities.
3. Cross-department exposure.
4. Executive mentorship.
5. Tailored networking events.
6. MBA-focused workshops.
7. Case study challenges.
8. Industry immersion experiences.
9. Structured performance feedback.
10. Recruitment pathway for full-time roles.

### REFERENCE

[Available on request]