



# Wahid Khalid

**ADDRESS:**

Dubai, United Arab Emirates

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**Visa status:** Visit Visa

## Professional summary:

Highly motivated, having master of business administration and finance with a strong drive to overcome key on the job challenges. Possesses excellent formulate skills along with good international exposure to the call center industry. Seeking fulfilling roles in Real Estate Valuation, Sales or Leasing, Admin or Accounts that will aid in shaping personal potential.

## Strengths & Skills:

- Interpersonal skills
- Adaptability
- Time management
- MS Word
- Willingness to learn
- Training the staff
- Managing Discipline
- MS Excel
- Punctual
- Professional integrity
- Pleasant personality
- Team player

## Work Experience:

**Sahara for Life Trust, Narowal, Pakistan**  
21/12/2021

20/12/2020 to

### ADMIN CUM ACCOUNTS EXECUTIVE:

- Posting journal entries
- Making of invoices
- Updating financial statements
- Maintaining accounts receivable
- Maintain the accounts payable
- Asis to the finance manager
- Preparing of daily reports
- Maintain the stock sheets
- Prepare of financial statements
- Extra task given by top management
- Administrative tasks & Record Keeping.
- Carried out other related tasks as required.
- Supervise the responsibilities of workers
- Flexibility to respond to a range of different work situation.
- Preparation of different reports as per requirement of management.

**AXIS Recruitment Agency (UK based call center) Lahore Pakistan.**

06/06/2016 to 15/07/2017

### VDX (CALL AGENT):

- Take customer calls and provide accurate, satisfactory answers to their queries and concerns.
- Call clients and customers to inform them about the company's new products, services and policies.



Edit with WPS Office

- Review customer or client accounts, providing updates and information about billing, shipping, warranties and other account items.
- High level of personal presentation and hygiene.
- Collaborate with other call center professionals to improve customer service.
- Management and resolve customer complaints.
- Identify and escalate issues to the supervisor.
- Research required information using available resources.
- Document all calls information according to standard operating procedures.
- Follow up customer calls where necessary.
- Complete call logs and reports.
- Other duties as assigned.
- Ability to handle Stressful situations appropriately.

## Education:

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- ❖ MASTER OF BUSINESS ADMINISTRATION (MBA)  
University of Narowal, Pakistan. 2017-2021
- ❖ BACHELOR OF COMMERCE & ACCOUNTANCY(B.COM)  
University of Punjab, Lahore, Pakistan 2014-2016
- ❖ INTERMEDIATE IN COMMERCE & ACCOUNTANCY(I.COM)  
Board of intermediate & Secondary Education, Gujranwala, Pakistan  
2012-2014

## Languages:

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- English
- Urdu
- Punjabi
- Hindi

## Reference:

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Reference available upon request.

