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Summary

In my past experience as a Finance Executive with Farm to Home, an Agri-tech startup business, I had a 1-year+ background in Finance, Audit, and Sales Operations. In this role, I also experienced Human Resource Management, Marketing operations, B2C Order Management, and B2B Client Management. Also, my core competencies include Customer Services, Office Management, Financial reporting, and Product Management as well as excellent communication and time management skills. Handles tasks with accuracy and efficiency.

Experience

Finance Executive

Farm To Home

Feb 2020 - Nov 2021 (1 year 10 months)

- Kept accurate records for all daily transactions.
- Prepared balance sheets.
- Processed invoices.
- Recorded accounts payable and accounts receivable.
- Updated internal systems with financial data.
- Prepared monthly, quarterly, and annual financial reports.
- Reconciled bank statements.
- Participated in financial audits.
- Track bank deposits and payments.
- Assisted with budget preparation.
- Reviewed and implemented financial policies.
- Prepared daily purchase and sale reports.
- Prepared monthly progress reports.
- Updated prices of products on the website and app.
- Prepared Farm to Home employees' monthly payroll.
- Ensured accurate and timely processing of Employee payments of payroll and Terminal benefits.
- Ensured accuracy of deductions of Employee Tax, EOBI, Provident Funds, and other heads in payroll and terminal benefit calculations.
- Supported the Finance Manager and executives with projects and tasks when required.

Business Development Executive (Employee Banking and Cash Management)

Silkbank Limited

Nov 2018 - Jan 2020 (1 year 3 months)

- Companies onboard for processing of their employee's salary accounts.
- Performed account opening activity for Employee Banking Customers.
- Cross-sold consumer products i.e., CC, PIL & RL
- Facilitated customers in checkbook delivery and performed bio-metric at their office premises.
- Ensured correctness of customers' information for account opening.
- Met A/C opening & consumer product monthly assigned targets.

- Ensured compliance with the prudential & regulatory standards and adherence to internal & external policies.
- General knowledge of cash Management products/solutions.
- Provided cash management facilities to the companies.
- Cash collection facilities for schools and colleges.
- Guided company concerns about the online posting of salaries through the cash manager plus portal.
- Processed salaries of the companies on a monthly basis.



Contact Center Executive

Ufone 4G

Aug 2017 - Oct 2018 (1 year 3 months)

- Answered incoming calls and responded to customers' queries.
- Managed and resolved customer complaints.
- Logged customer complaints in CMS if not resolved over the phone.
- Identified and escalated issues to supervisors.
- Provided product and service information to customers
- Follow up on customer calls where necessary
- Upsell products and services
- Complete call logs and reports
- Other duties as assigned
- Performed shift duties according to the assigned roaster.
- Ensured quality of the calls according to SOPs.



Merchandising and Audit Officer (MAO)

Ufone 4G

May 2016 - May 2017 (1 year 1 month)

- Kept check of the market for any gaps.
- Solved the retailer's issues.
- Kept check on the market for product availability.
- Reported to the higher management about the problems in the market.
- Kept check on Vendor.
- Led the team of vendor.
- For market visibility of merchandising products, kept a check on the vendor team.
- Made reports of daily work.
- Shared Market intelligence report with the higher management.
- Supervised the MAO's daily routine visits, and kept a check on them.
- Collected reports of required data asked by the higher management, once or twice a month.

Education



Institute of Cost and Management Accountants of Pakistan (ICMA Pakistan)

ACMA, Finance, General

Sep 2022 - Present



Institute of Management Sciences, (IM|Sciences)

Bachelor of Science (BSc), Economics

Dec 2011 - Mar 2017

Licenses & Certifications



Excel Skills for Business: Essentials - Coursera



Finance for Non-Finance - Ufone 4G



Bookkeeping Basics - Coursera

Skills

Customer Relationship Management (CRM) • Business Development • Sales • QuickBooks •
Accounting • Process Improvement • Microsoft Office • Leadership • Customer Service • Research