

# Alma Ebad Khan

✉ MSc, BSc 📍 Burj Khalifa Street, Dubai, UAE ☎ +971 58 515 9224 ✉ Sa\_siddiqui@hotmail.com

## Profile

I am a highly skilled professional with a strong background in customer service, banking operations, and human resources. Through diverse work experience across multiple industries, I have developed expertise in issue resolution, cash management, order processing, and HR administration. I am proficient in various technical tools such as Microsoft Office, SAP, and CRM systems, and adept at handling customer inquiries, coordinating logistics, and managing payroll. Known for my attention to detail and strong communication skills, I consistently ensure operational efficiency and compliance with company policies.

## Education

**MSc - Masters in Geography**  
**University of Karachi**  
2014 - 2015

**BSc - Bachelors in Geography**  
**University of Karachi**  
2012 - 2014

## Work experience

12/2022 – 03/2024

**Issue Resolution Executive**  
**Daraz. Pk**

Worked in an IR Operations Department to provide resolution of customer issues. Coordinate with relevant courier teams for order deliveries, customer return item issues, arrange pickups by coordinating with internal team & from Order processing to order cancellation request of customers. Coordinate with the sourcing team to process the order from seller side.

04/2019 – 04/2022

**Transaction Services Officer**  
**HBL - Habib Bank Private Limited**

Worked in branch banking operations. Manage daily cash transactions accurately, Count cash drawers and reconcile balances at the beginning and end of each shift, Process withdraw, deposit, salaries, pay orders & clearing checks transactions.  
Ensure compliance with company policies.

01/2017 – 08/2018

**Human Resources Administrator**  
**ICON Consultant Private Limited**

Worked in a HR department to process monthly

## Work experience

payroll, update employee attendance. Maintain employee records and databases. Assist in administering HR policies and procedures.

06/2015 – 06/2015

**GIS Mapping Specialist - Internee**  
**SUI Southern Gas Company Limited**

Worked in an IT - GIS department & mapped the area of Quetta, their land use, road network & gas pipelines by using Arcmap software.

## Technical Skills

- Microsoft Excel
- Microsoft Word, Power point
- Microsoft Outlook
- SAP (for HR and payroll processing)
- Internal CRM systems (Customer Service)
- Courier tracking systems
- Cash management systems (Banking)
- Payroll software
- HR management systems (HRMS)
- Data entry tools
- Database management systems (DBMS)
- Relationship Management (CRM) Systems
- ArcMap (GIS Software)

## Strengths

Issue resolution

Cash handling and reconciliation

Administration and coordination

Data management and reporting

## Skills

Customer service  
Order processing and management  
Courier coordination  
Cash transaction processing  
Payroll processing  
Records management  
Database management  
GIS mapping  
Compliance with company policies