

# BUSHRA KHALID

Seeking assignments in:  
FINANCE & ACCOUNTS/HUMAN RESOURCE MANAGEMENT/BANKING

## EXECUTIVE SUMMARY

- Completed an **M.Com.** and **B.Com.** from **Mahatma Jyotiba Phule Rohilkhand University.**
- Gained knowledge of implementing financial procedures, maintenance & finalization of accounts as per statutory requirements of Companies Act.
- Known for mapping the role criteria, defining position description and documenting specifications.
- Gained knowledge of tracking and identifying prospective candidates using LinkedIn and new age sourcing channels.
- In-depth knowledge of improving operations, enhancing business growth and maximizing profits through the achievements of finance management, internal controls and productive improvements.
- Excellent analytical, relationship management and communication skills with proven ability in liaising with financial institutions and regulatory authorities.

## KNOWLEDGE PURVIEW

- Maintaining books of accounts and finalizing accounts and financial statements.
- Conducting financial statement analysis and interpreting various companies.
- Making accounting entries in Tally software and monitoring voucher verification process.
- Implementing systems & procedures for timely preparation of statutory books of accounts and financial statements.
- Providing financial reports including financial information and interpretations to the management.
- Assisting in the preparation of MIS reports and other statements to provide feedback to top management on financial performance on a monthly basis.
- Performing the bank reconciliation, income tax return, TDS Return, Service Tax, Professional Tax and possess knowledge of Internal, Financial and Cost Control Systems.
- Filing Income tax returns of an individual, partnership and various corporate entities.
- Ensuring adherence to the best HR practices and compliance with regulatory requirements by monitoring departmental performance and control systems.
- Performing staffing, recruitment, induction program, contract negotiations, discipline, policy & procedures.

## CERTIFICATION: Strategic Customer Service with RPA & AI Certified By HRD (U.A.E.).

Achieved 6.5 score in IELTS.

### WORK EXPERIENCE (SHARAF DG HQ MASHREQ BANK DEPT.)

(MAY 2023 – PRESENT)

#### TELEMARKETING & CUSTOMER SERVICE EXECUTIVE (MASHREQ BANK)

- Manage incoming customer queries across all customer touch points.
- Ensure all queries are handled and address as per the requirements of the Company and the Brand operations guideline.
- Identify and assess customers' area of improvement to attain higher satisfaction level.
- Build a good rapport and trust with various channel such as but not limited customers, local authorities, and third-party customer entities, through open and interactive communication to promote customers' loyalty & business goal achievement.
- Liaise appropriately within the agreed SLAs with the concerned departments to provide accurate, valid, and complete information for customer-related concerns.
- Responsible for maintaining up-to-date records of customer interactions, processing customer accounts and filing documents.
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- Create a process mapping structure for frequent and critical customer complaints.
- Follow communication "scripts" when handling customers



## CONTACT

- +971-522840043
- elmaaparvez26@gmail.com

## EDUCATION

### M.Com.

2021  
Mahatma Jyotiba Phule  
Rohilkhand University



### B.Com.

2017  
Mahatma Jyotiba Phule  
Rohilkhand University



### 12th (English Core, Economics, Business Studies, Accountancy and Computer Science)

2013  
K.C.M. School, Moradabad



### 10th (English Comm, Hindi, Mathematics, Science and Social Science)

2011  
K.C.M. School, Moradabad



## PERSONAL SNIPPETS

**Date of Birth:**  
13th September 1995

**Address:**  
Al Khail Heights Residency, Dubai (U.A.E)

**Visa Status: Employment**  
Work Visa: Valid