

Kailash Kumar



Personal details

- Kailash Kumar
- karanmandhan@hotmail.com
- +971581638783
- Bur Dubai, Dubai
- May 13, 1988
- Issued: 22/02/2024
- Pakistani

Skills

- Microsoft Office
- Communication
- Organizing
- Quick Learner
- Leadership
- Customer Service
- Relationship Management

Languages

- English
- Sindhi
- Hindi
- Urdu

Profile

OBJECTIVE:

To work with a prestigious organization for career exposure where I can obtain a competitive position relating to my field, and to prove my abilities and enhance my knowledge and skills, and to gain additional experience and knowledge necessary for advancement.

Education

- MBA (Marketing)** Oct 2014
PRESTON UNIVERSITY
- M A (Economics)** Sep 2009
SHAH ABDUL LATIF UNIVERSITY
- B A (Economics)** May 2007
SHAH ABDUL LATIF UNIVERSITY

Employment

- Customer Service Officer cum Accountant** Jun 2016 - Aug 2023
Makkah Rice Trader, Karachi
 - Developed and implemented customer service policies, procedures and standards to ensure customer satisfaction.
 - Worked in a team environment to ensure customer inquiries were answered promptly and accurately.
 - Coordinated with other departments to ensure customer service objectives were met.
 - Developed and maintained positive relationships with customers through excellent communication and follow up skills.
- Operation Officer** Jan 2013 - Apr 2016
MCB BANK LTD
Centralized Account Opening
 - Scrutinize all type of Accounts (INDIVIDUAL & SOLE PROPRIETOR ACCOUNT)
 - To generate relationship number after scrutiny.
 - To manage daily MIS of end to end account opening including (Approved & Revert Accounts)
 - To manage the report checking activity of opened account and strict monitoring of rectification if any.
 - E-filing of all relevant data of End to End account opening.
 - Centralized Inward Clearing
 - Manually Scrutinize the Instruments
 - Received items from authorizer and debit customer's account SYMBOLS SYSTEM
 - Balance Inward clearing with NIFT details including physical items
- Cashier** Jun 2011 - Dec 2012
Shop Shop Medical & General Store, Karachi
 - Ability to work in a fast-paced environment and under pressure.
 - Assist customers by providing information and resolving any problems.
 - Assist with duties in other areas of the store, such as monitoring fitting rooms

Hobbies

- Watching Movies
- Travelling

Software

CBS 8.5

Tally

- or bagging and carrying out customers' items.
- Calculate total payments received during the day.
- Checking daily cash accounts.

Accountant

May 2010 - Apr 2011

Good Luck Mobile Phones LLC, Deira Dubai

- Handle full set of accounts
- Closely monitor the inventory movement and maintain the database
- Responsible for monthly management reporting
- Assist in month end close process to ensure timely and accurate retail financial statements

Training and Volunteer Exposure

2012

Attended course conducted by SCHOOL OF LEADERSHIP (SoL) (Main objectives are as under)

- Capacity building
- Care of disable persons
- Define my own culture identity
- Field trip Fatmia Foundation (Thalassemia patients)

Attended course conducted by IMPETUS (Main focus was Time Management).

VOLUNTEER

Working with I AM KARACHI

- Organized I AM KARACHI Awards in Nation Sailing Club Karachi
- Working in underserved areas such as Butani Goth
- Passion-able to serve the humanity

Attended PAKISTAN YOUTH CONFERENCE held in Islamabad

- The aim was to maintain the peace environment
- Attended awareness sessions on self-compassion and the role of good citizen

Worked on peace building project