



Haifa Mariyam

Accounts/Administration Professional

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PROFESSIONAL SUMMARY

Dedicated Administrative and Customer Support Professional with over 2 years of experience in fast-paced environments. Skilled in handling front-desk operations, managing documentation, supporting staff and customers, and maintaining accurate records. Proven ability to work under pressure, ensure timely service delivery, and adhere to compliance standards. Adept in Microsoft Office and efficient in query resolution and multitasking. Currently seeking Administration, Accounting/Finance, and Office related roles where I can contribute to efficient operations and enhance the employee experience at a reputable organization.

PROFESSIONAL EXPERIENCE

ADMIN SUPPORT & CASHIER - VERITAS INTERNATIONAL CAMPUS, SRI LANKA July 2022 – December 2024

- Provided front-line cashier support in a high-volume setting, processing cash and digital transactions securely and accurately, and coordinating with front office units to ensure prompt administrative support for staff and students.
- Handled employee and customer inquiries via telephone, email, and in-person with professionalism and efficiency.
- Managed daily records, supported documentation workflows, and ensured strict confidentiality of financial and personal data.
- Anticipated internal staff needs and coordinated with service providers for timely procurement in consultation with management.
- Maintained workspace organization and supported visitors, demonstrating a proactive service mindset and team collaboration.
- Ensured timely delivery of administrative outputs critical for smooth campus operations.
- Coordinated with multiple internal units to address inquiries effectively, aligned with institutional guidelines.
- Maintained the cleanliness and decorum of the work area.

FINANCE INTERN - GAMAGE RECRUITERS, SRI LANKA (May 2024 - October 2024)

- Assisted the finance team with data entry, payroll, and budget preparation, focusing on timely and accurate documentation.
- Organized and maintained financial records for easy reference during audits and reviews.
- Responded to client inquiries regarding payment receipts and financial documentation.

PROFESSIONAL QUALIFICATION

• Institute of Chartered Accountants of Sri Lanka (CA SL) Business Level 1 (Completed)

BL1 Financial Accounting, BL2 Business Mathematics & Statistics, BL3 Business Law, BL4 Business Environment & Economics, CS1 Business Communication

Business Level 2:

Completed - BL5 Audit, Business Processes & Digitalisation, BL7 Business Taxation

• Association of Accounting Technicians of Sri Lanka (AAT SL)

AAT Passed Finalist | Diploma in Accounting & Business

ACADEMIC QUALIFICATION

- **BBA in ACCOUNTING** - Lincoln University College, Malaysia (Completed 2025)
- **Diploma in Technology (Pearson Assured)** - Esoft Metro Campus, Sri Lanka (2020)
- **G.C.E. Advanced Level Examination (2022)** - Accounting | Business Studies | ICT | English

ADDITIONAL INFORMATION

- Visa Status - Visit Visa
- Nationality - Sri Lankan
- Age - 21
- Address - Al Nahdha 2, Dubai, UAE

CORE SKILLS

- Microsoft Office (Word, Excel, Powerpoint, Access)
- Employee Support Desk Coordination
- Document collection & distribution
- Administrative process handling
- Compliance and Record Management
- Petty Cash management
- Budgeting & Expense Monitoring
- Payment Processing
- Time-sensitive Query Resolution.
- Attention-to-detail
- Effective Communication Skills
- Team collaboration
- Basic Web designing

LANGUAGES

- English - Proficient
- Tamil - Proficient
- Malayalam - Proficient
- Sinhala - Proficient

NON-RELATED REFEREES

- Referees' details are available upon request