

Ahlem Ouerfelli

Accountant

Dubai

ahlemouerfelli5_kfo@indeedemail.com

+971 (0) 505072039

I have 3 years of experience in finance, accounting and customer service supported by commercial and accounting educational background .

Work Experience

Client Adviser

Emergis call centre - TN

January 2019 to August 2019

Emergis call centre is Authorized call center from French government to support the installation program of thermal insulation material in French houses.

- Contacting the potential customers on daily basis to explain the technical and financial advantage of installing the thermal insulation program.
- Coordinating with the installation team to ensure that the thermal insulation system have been installed on time
- Reporting the work progress on daily basis and achieving the monthly target by end of the month "15 new customers ".
- Follow up with the potential customers.

Retail sales executive

Ooredoo - TN

December 2017 to December 2018

Ooredoo is an international telecommunications company - headquartered located in Doha, Qatar. providing mobile, wireless, wire line, and content services

- Selling the new products and services to our individual and commercial customers.
- Managing and support the key business accounts.
- handling the daily customer compliance.
- Maintain an accurate record of our CRM database.
- Recording the financial transaction on Sage system on daily basis.
- Building long-term relations with our business customers through after-sale services
- Achieving the weekly and monthly targets.
- handling daily customer compliance.
- Sharing best practice to my co-workers

Accountant

Accounting Firm - TN

August 2016 to November 2017

- Maintain system of accounts and keep records on all company transactions and assets.

- Implement accounting procedures and processes as identified by the firm.
- Reviews accounts receivables/Payables and weekly payment runs.
- Liaising with the internal auditors to implement control across the clients.
- Processing entries, adjustments, transactions for various clients.
- Assist the clients and accounting manager to prepare the income tax statements.
- Updating the financial information, files and records in order to ensure the availability of documentations at any time.
- Reconcile a wide variety of financial data.

Accountant- Internship

Amen Bank

July 2016 to August 2016

Accountant - Internship

Médis Pharma

August 2015 to July 2016

Accountant -Internship

Médis Pharma

July 2014 to August 2014

Education

B.Sc. in Commerce

Higher institute of accounting and business administration - Tunis, TN

2013 to 2016

Skills

English, French, Microsoft Office

Certifications and Licenses

Microsoft Office

Present

Additional Information

- Decision maker
- Open minded and Systematic thinking approach
- Sense of urgency
- Eager to learn and develop myself
- Team oriented and Well organized
- Good time Management.