

NOSHABA AMIN

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AREAS OF FOCUS: ACCOUNTS & FINANCE

OBJECTIVE / PROFILE OVERVIEW

Flexible individual with advanced knowledge of accounts and ability to prepare reports on account status. Forward-thinking individual with the ability to simultaneously handle multiple accounts. Looking to join a progressive organization as an account manager to provide a smooth operation of accounts for the company.

- ✓ *Earned comprehensive & target oriented approach in Sales & customer relationship Development. Possessing an attitude showing diligence and efficiency, acquiring high levels of customer's satisfaction.*
- ✓ *Analytical and decision making skills with in depth knowledge of Accounts & Finance.*
- ✓ *Communication and interpersonal skills when interfacing with customers, taking direction from your manager and providing feedback to your colleagues.*



PROFESSIONAL EXPERIENCE



OLD IS GOLD BUILDING CLEANING SERVICES (L.L.C) **ACCOUNTS MANAGER**

2020 - 2021



Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail.

- Manage Projects within client's relationship working to carry out client goals while meeting company goals.
- Keep records of client transactions.
- Operates as the point of contact for assigned customers.
- Develops and maintains long term relationships with accounts.
- Make sure clients receive requested products and services in a timely fashion.
- Oversee all escalations and performance management developments.
- Supervise Performance of cleaning team.
- Conduct safety briefings and toolbox talks.
- Manage tutorial staff.
- Manage staff attendance



UNITED BANK (LIMITED) **TEAM LEADER OF COLLECTION & RECOVERY UNIT**

2016-2020



Comes with exceptional ability to develop a trusted adviser relationship with clients and stakeholders.

- Worked with United Bank Limited in the Collections
- Department of Credit Card/Autos/Cash Plus and Cash Line Recovery
- Implement & maintain Recovery Policy.
- Responsible for Recovery of overdue amount from the customers

- Solve daily work problems in organized way. Also deals with walk-in clients to resolve their disputes.
- Maintain monthly or daily MIS of the customers whom accounts have been settled by the Bank also maintain their Referrals MIS and responsible for the reversals of the Settlement Accounts.
- Portfolio Analysis
- Delinquencies and flows analysis
- Self-Assessment, training etc.
- Collections Incentive plan is designed keeping in view the industry trends at different collections functional areas and Bank targets.
- Organize ongoing training to achieve high standard of Recovery & supervisors' response, enhance Recovery efficiency to cut down cost on capacity & infrastructures to survive within assigned budget.



CODABAR PVT. LTD.
ADMINISTRATOR & RECOVERY TELE CALLER

2011 - 2016



Coordinate office activities and operations to secure efficiency and compliance to company policies.

- Manage tutorial staff.
- Manage staff attendance.
- Update the due amount to customers through Tele calling.
- Manage all types of courier.
- To co-ordinate with the Service & Quality team.
- System training of newly hired staff members.
- Receiving and handling of cash received from customers.
- Maintenance of Daily collection status.

EDUCATION

2016	BACHELOR OF EDUCATION <i>ALLAMA IQBAL OPEN UNIVERSITY (LAHORE)</i>
2007	BACHELOR OF ARTS <i>GOVT. COLLEGE FOR WOMEN BAGHBANPURA (LAHORE)</i>
2005	INTERMEDIATE IN ARTS <i>GOVT. COLLEGE FOR WOMEN BAGHBANPURA (LAHORE)</i>
2003	MATRICULATION <i>GOVT. GIRLS HIGHER SECONDARY SCHOOL SING PURA (LAHORE)</i>

INTERESTS AND ACTIVITIES

- Cooking and baking & exploring new food recipes.
- Playing an active role as a social worker in local community.
- Browsing, online gaming, news and debates on current affairs.

PERSONAL INFORMATION

Date of Birth		October 18, 1985
Father's Name		Muhammad Amin
CNIC		35201-2979302-4
Marital Status		Married
Passport No.		FJ1203021
Nationality		Pakistani