

Asmeena hussain

customer service executive cum assistant accountant/admin assistant

Mangalore, Karnataka

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0567365056

To work in a challenging atmosphere by exhibiting my skill with utmost sincerity and dedicated smart work for the growth of your esteemed organization along with mine.

Work Experience

customer service executive cum assistant accountant

Ghanada Optical company LLC - Abu Dhabi, AE

July 2016 to February 2018

Roles and Responsibilities:

- Managing accounts related task like payment follow up, issuing credit notes, handling cash accounts, filing and document controlling.
- Generating monthly statement of account and distribute it to the customers respectively.
- Supporting the senior/managing accountant and wider finance team.
- Managing large amounts of incoming calls and customer service enquiries.
- Resolve product or service problems by clarifying customer's complaint; determining the cause of the problems ;selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Identifying and assessing customer's needs to achieve satisfaction.
- Generate sales leads.
- Keep records of customer interactions, process customer accounts and file documents.
- Assist with placement of order, refunds or exchanges

Administrative assistant cum assistant accountant

Al Ameen Stationery Trading LLC - Abu Dhabi, AE

October 2014 to June 2016

Roles and Responsibilities:

- Organizing and keeping well-organized files and ensure confidential and documents are handled with complete discretion. •
- Answer/transfer telephone calls and relay messages to concerned personnel. •
- Produce and distribute correspondence memos letters faxes and forms. •
- Coordinate office procedures. •
- Maintains and ensure proper filing system. •
- Maintaining account receivables and payables. •
- In charge in handling petty cash for company expenses. •

- • Maintaining monthly and annual salaries for employees. •
- Performs other related duties as requires and assigned. •
- I have worked in Semnox solution for software development project in India from December 2008 to march 2009.

Education

Bachelor of Computer Application in Computer Application

Mangalore University Board at Hira Women's College - Mangalore, Karnataka
2009

commerce

Pre University Education
2006

S.S.L.C in Secondary Education Board

Tippu Sulthan High School - Ullal, Karnataka
2004

Tippu Sulthan First Grade College Ombathukere - Mangalore, Karnataka

Skills

.NET (Less than 1 year), C (Less than 1 year), HTML (Less than 1 year), JAVA (Less than 1 year), Linux (Less than 1 year)

Additional Information

Technical Skills:

- Languages:C, C++, C#, JAVA, .NET, HTML•
- Operating systems: windows xp, windows 7, Unix, Linux and other•
- Application:Microsoft Office•