

**BABY SHAGUFA**  
**babyshagufa@gmail.com**  
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#### Career objective:

- To render committed service to the organization by carrying out the given duties and responsibilities to best of my ability.
- To make use of my basic concepts, principles and theories, innovative ideas, management techniques and excel not Only professionally but also develop morally and emotionally.

#### Work Experience

##### **Worked as Sales cum Front Desk and Accounts Assistant for Siddhi Motors, India.**

**(Apr 2019 – Sep 2019)**

##### **Duties and responsibilities:**

- Attending customers and coordinating for sales as well as payments.
- Preparing financial documents such as invoices, bills, Assisting with mail as required.
- Raising purchase orders. Completing financial reports on a regular basis and providing information to the team.
- Communicating with clients, affiliate networks and affiliate partners.
- Answering and Transferring calls as necessary and arranging meetings
- Responding to complaints from customers and give after-sales support when requested.
- Handle the processing of all orders with accuracy and timeliness.
- Responding to any online or telephone queries in a calm and friendly manner.
- Handling a high volume of customer enquiries and providing a high quality of service to each caller.
- Responding to sales queries via phone, e-mail.
- Handling weekly schedule of all the Sales Promoters and fixing the target by monitoring their performance.
- Preparing monthly basis Sales Reports.
- Tracking sales orders to ensure that they are scheduled and sent out on time.
- Effectively communicating with customers in a professional and friendly manner.
- Resolving any sales related issues with customers.
- Making follow-up calls to confirm sales orders or delivery dates.
- Creating and then following up on any sales quotations made for clients, negotiating terms with the client at a cost best suited for them.
- Efficiently processing heavy volume of invoices and ensure they are properly coded to the general ledger.
- Handling the vendor reconciliation statement on regular basis.
- Communicating effectively to suppliers/ customers and procurement staff on any invoice discrepancies.
- Liaise with all department in handling and resolving accounts payable inquiries
- Sorting out incoming and outgoing daily post and answering queries.
- To manage accounts payable (bill payments, salaries, petty cash etc.) and receivable through cash / cheque / voucher in a timely manner. Managing petty cash transactions.
- Monitoring vendor statements, wire transfer requests, and other transactions
- Validate and calculate applicable taxes and ensure to proper accounting treatment

### Strength's & Key Factors

- Hardworking and dedicated.
- Managing Billings and Collection.
- Ability to take initiative and work in a corporate environment–Enthusiastic.
- Self-motivated, Creativity and Confidence.
- Good human relation and able to adapt to changes.
- Having capability to analyze problem.

### Educational Qualification

Examination	University/Board	College	Year of Passing
E-Office and Tally 9.0, VAT Enabled	Manipal Institute of Computer Education	Manipal Institute of Computer Education	2019
P.U.C	Mangalore University	Christ King English Med PU College, Mangalore University	2016
S.S.L.C	Karnataka Board	Christ King English Med PU College, Mangalore University	2014

### IT Proficiency

- Tally ERP 9.0 ,Microsoft Office Word , Microsoft Office PowerPoint Microsoft Excel

### Personal Details

- Fathers name : Sayed Ahamed
- DOB : 24/MAY/1998
- Nationality : Indian
- Address : Al Nahda, Dubai
- Language : English, Hindi, Kannada
- Visa Status : Visit Visa

### Declaration

I hereby declare that the information furnished above is true to the best of my knowledge

Baby Shagufa