

NAZIA SHAREEF



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Indian May 19, 1985
Married, Muslim On Husband Visa
Holding valid UAE Driving License for LMV

PROFILE

A talented individual seeking a challenging position in Administrative Coordinator with Finance, IT and Customer service skills where my experience and interpersonal skills can be applied, developed and collaborated with a team that enhances organization's success.

CREDENTIALS

2005 Bachelor's in Computer Applications
Mahatma Gandhi University - Kerala, India

2012 Certified Professional in Tally ERP 9
Financial Accounting Program

2011 Diploma in Financial Accounting

CAREER TIMELINE

Jan 2019 Apr 2020	CREDIT CONTROL EXECUTIVE	
	Trading Enterprises Al-Futtaim (Honda, Chrysler, Jeep, Dodge & Volvo) Dubai	
Jul 2015 Jan 2019	WARRANTY EXECUTIVE	
	Trading Enterprises Al-Futtaim (Chrysler, Jeep, Dodge & Volvo) Dubai	
Sep 2013 Jun 2015	CUSTOMER SERVICE OFFICER	
	Trading Enterprises Al-Futtaim (Chrysler, Jeep, Dodge & Volvo) Dubai	
Oct 2007 Nov 2010	OFFICE ADMINISTRATOR	
	Number Auto rental LLC Dubai	

PERSONAL SKILLS

Sound working knowledge of SAP

Accounting Package Tally 9

Customer Concern Management System

Appointment Booking System

Credit and Debt management

Customer service

Excellent skills and familiar with all Windows based Operating System and applications including Excel, Word, Outlook and PowerPoint.

Good problem solving and troubleshooting skills

LINGUISTIC

PROFICIENT
ENGLISH

MODERATE
HINDI, TAMIL

NATIVE
MALAYALAM

WORK SUMMARY

FINANCE

- Supervising & Handling company's accounts receivables and payables.
- Collects Revenue by Reminding delinquent Accounts, notifying customers of insufficient payments.
- AED 1 Million collected from Customers each month.
- Manage petty cash, verify Accounts by reconciling statements and transactions.
- Fully IT literate with sound working knowledge of accounts / finance systems such as SAP
- Have led a team that ensures credit management collaborating with different Business units within UAE and other regions.
- Control closely AR to achieve targets by ensuring processes for follow-up of debts in a timely manner and to provide necessary information to reduce the over dues.
- Ensure Credit Applications are assessed quickly with all relevant documentation & information required from market / banks as per policy to support achieving sales targets.
- Provide timely support and guidance to business for the smooth day to day business and to coordinate with SAP team to solve any issues of front desk.
- Monitoring of PDCs, DP transfers/ re-allocations, Trade-In-LPOs, Invoice cancellations, Sales Returns, Release Letters, cash desk clearing and other request of business.
- To maintain AR customers files for automotive companies containing all relevant documents including Credit Application, Trade License, Bank Guarantees, Power of Attorney, Bank references & all relevant correspondences.
- Defining and establishing the claims and collection strategy for the business unit in alignment with the overall corporate strategy.
- Developed claim investigation processes, perform claim assessment, and participate in claim approvals.
- Serve as a key link between the dealer and FCA for all warranty related queries and update the dealer on changes in policies with the help of warranty bulletins from FCA.
- Review warranty claims raised on FCA's claim administration platform by different locations and assess its admissibility under stipulated warranty claim guidelines.
- Raise Goodwill / pre-authorization requests with FCA in case of non-compliance or in case of a high value repair.
- Reconcile credit received from principal against the claims processed and clear the outstanding warranty invoices with Finance Dept.
- Conduct quarterly internal warranty audits in all service centres for compliance and recommend immediate actions if required, to avoid potential chargebacks from principal.

CUSTOMER SERVICE

- Customer Retention Campaign.
- Execute, monitor and coordinate repricing for designated clients in the existing client base.
- Maintain data integrity of all revenue, attrition and retention management activities.
- 15% Revenue Customers retained in last campaign by giving Free oil filter change.
- Generate AED 50K monthly revenue via warranty.
- Use of CCMS (Customer Concern Management System), recording customer complaints and coordination with internal departments for resolution of the same.
- Notifying customers and updating in the system on the launch of vehicle recalls.
- Acquainting customers on arrival of ordered spare parts for the vehicle and the launch of promotional offers, campaigns and discounts.
- Generation of monthly CCR (Customer Concern Report)
- Booking of customers periodically with the help of ABS (Appointment Booking System)

OFFICE ADMINISTRATION

- Warranty service contracts activation for all seven emirates.
- Conduct weekly audits of warranty and schedules, reviewing all old claims, and address any adjustments or write-offs
- Establishes recruiting requirements by studying organization plans and objectives and meeting with managers to discuss needs.
- Shortlist candidates and arrange interviews.
- Day to day basis ensuring all departments and functionality is utilized to the full - being 'first-hand' on the ground support
- Possess general personal skills like analytical, organizing, time management and communication
- Develop & maintain productive and strong business relationships with clients & consultants
- Maintain updated database of vendors and prices prevailing in the market in order to help in selecting the qualitative and cost-effective vendors
- Preparing office memos, letters, circulars and memorandums
- Arrange team meetings and conferences