**MUHAMMAD MAIRAJ MUSTAFA ZUBAIRI**

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**OBJECTIVE**

*A highly motivated and dedicated bilingual individual with a great understandings of UAE workplace culture is seeking for an* ***Accountant and Customer Care Representative*** *position in a well-reputed organization aiming to take a new responsibility and make contributions towards business success in accomplishing organizational goals in the capacity of Accounting operations and UAE based Taxation systems*

**PERSONAL INFORMATION**

Date of Birth: May 21, 1982

Visa Status: Resident (Free Zone)

Nationality: Pakistani

Marital Status: Single

Place of Birth: Karachi, Pakistan

**EXECUTIVE SUMMARY**

* 10+ years of valuable experience in driving major accounting operations including Financial Statements, GL, Accounts Payables/Receivables, Reconciliations, Requisitions, Invoices and billings
* Proven skills in consolidating, sorting and analyzing large data by evaluating actual vs plan, variances and comments to make it meaningful for Management review purposes and decision making
* Competent in preparing Income Tax for Corporate and Small Businesses, utilizing up-to-date information to attain, maintain, and strengthen tax expertise.
* Ability to quickly identify problems and rectify errors through error resolving techniques.
* Exhibited key client management skills by answering to the enquiries through walk-in, phone calls and emails in a professional manner.

**RELEVANT SKILLS**

* Comfortably working in team environment or independently, possessing a sense of accountability and urgency in completing tasks.
* Proficient in MS Word, Excel, PowerPoint, Outlook, Dubai Tax platform.
* Robust communication skills and able to work with people from all level.
* Analytical, multitasking and attention to detail with a strong focus on quality and accuracy.

**PROFESSIONAL EXPERIENCE**

**Customer Service Representative and Accounts Assistant Dec 2014-Present**

Backoffice Managed Solutions F.Z. LLC.

Dubai Outsource City, Dubai, UAE

* Demonstrating high analytical skills by analyzing, updating and generating daily performance report and submit to the Head Office with complete, accurate and valid information.
* Performing transactions for invoices ensuring cross matching with source file while maintaining backup
* Processing Tax Return Filing for the company on a quarterly basis and provide heads up to the management
* Responsible for handling numerous inbound calls as first point of contact in multiple languages such as Arabic, English, Urdu, Hindi
* Responding to the high-volume queries received from cardholders on a daily basis regarding salary transfers, account details and points/stars associated with the services of C3 EDERNED Card Process ensuring confidentiality
* Collaborating with investors in order to provide details and feasibility for investing in the property on behalf of the client DAMAC Group
* Supporting to the Management team by evaluating associates’ performance to check the quality of services through mystery calls to make sure customer service standards are maintained

**Manager Services and Accounts**  **Dec 2012- Nov 2014**

PANATRON Home Appliances, SHARP

Karachi, Pakistan

* Managed GL accounts, vendors and customers accounts activities, reconciliation of accounts, analysis of profit/loss statements, reporting and tax filing
* Created spreadsheet and applied necessary tools for tracking inventory items and sales/purchase data to measure average performance of business on a monthly basis
* Handled petty cash accounts and consumable/non-consumable stock items for the branch
* Supervised staff in receiving shipments from various vendors, verifying and sorting of goods, make dispatch ready for the customers, collection of payments and bank deposits
* Resolved customers enquiries regarding warranty and technical issues through constant follow ups and feedbacks while providing technical services whenever needed
* Addressed employee issues in a courteous manner, recommending appreciating performances of existing employees and providing trainings for newly hired employees
* Answered telephones in a professional manner regarding assisting callers with basic information about services and promotions

**Accounts and Taxation Associate** **Mar 2009-Nov 2011**

ZUBAIRI Law Associates

Karachi, Pakistan

* Established Terms and Conditions on behalf of the clients as per business requirements including Agreements, Partnership Deeds, Memorandum and Articles of Association conforming guidelines
* Provided support to the Consultant in assessment of clients’ accounts, maintaining and analyzing data, complex calculations and account adjustments to meet the regulatory bodies requirements
* Prepared tax returns for the clients on annually and/or monthly basis for the variety of businesses
* Protected sensitive and authenticate information for the enterprise ensuring security management
* Appeared before tribunals for hearings on behalf of clients based on evidences in order to defend cases
* Improved company’s business by extending the expectations of existing client and acquiring new clients
* Assisted to the Consultant and associates in various additional assignments including meeting with delegations, issuing of agenda and minutes, letter drafting, events arrangements

**EDUCATION**

**Bachelor of Commerce Jun 2007- May 2009**

University of Karachi (UOK)

*Karachi, Pakistan*

**REFERENCE**

Will be provided upon request