

# SHAHZAD ALI

Customer Relationship Management  
Specialist Key Account Assistant

**Operations Management 10 Years of Expertise in UAE & GCC Industry**

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**Address : Sharjah UAE**



## PROFESSIONAL SUMMARY

Dynamic professional with a proven track record at Al-Mualim Electronics L.L.C, excelling in Customer Service Management and General Accounting Expertise in Tally Prime and MS Office Suite, enhanced operational efficiencies by overhauling Customer Service functions and financial management. Skilled in fostering client relationships and streamlining financial processes, demonstrating exceptional accounting software proficiency and interpersonal communication.

## Professional Experience

- Tally Prime
- Accounting software proficiency
- Cash flow management
- General ledger accounting
- Accounts payable and receivable
- Bank reconciliation
- General ledger management
- Cost accounting
- ERP system

## Professional Experties

- Complaint resolution
- Schedule management
- Skilled trainer
- Issue resolution
- Product and service solutions
- Sales expertise
- Call monitoring
- Work prioritization
- Support case resolution
- Microsoft outlook, word, and Excel
- Call center management
- **Conflict management**
- Superior computer skills
- Call center operations
- Quality assurance
- Customer retention
- Administrative support
- Positive and constructive feedback
- Customer focused
- Regulatory compliance

- **Technical support**
- Customer service
- Customer relationship management (CRM)
- Sales proficiency
- Account authorizations
- Focused on customer satisfaction
- Service delivery optimization
- Workforce management
- Cash handling
- Skilled multi-tasker

## EXPERIENCE

**Customer Sales Service** January 2016 - Current  
Al-Mualim Electronics L.L.C | Sharjah, UAE

- Provide exceptional pre-sales and post-sales service
- Respond to customer inquiries and complaints via mail or phone
- Manage incoming phone calls related to customer service matters
- Maintain accurate records of customer sales orders and invoicing

Analyze and improve customer service functions to meet company objectives

**General Accountant**  
Al-Mualim Electronics L.L.C | Sharjah, UAE January 2016 - Current

- Maintain accounts in TALLY Prime
- Manage purchases, sales, and inventory
- Track receivables and payables
- Prepare reports and queries
- Maintain employee timesheets and prepare salaries
- Manage supplier/customer data in MS Excel
- Prepare financial statements (P&L, Balance Sheet)

## EDUCATION

Bachelors  
 Computer science 16 years Education

## PERSONAL INFORMATION

Visa Status: On Employment Visa

## WEBSITE, PORTFOLIO AND PROFILES

[linkedin.com/in/shahzad-ali-197ab0206](https://www.linkedin.com/in/shahzad-ali-197ab0206)

## DISCLAIMER

I certify that the information furnished above is correct and complete to the best of my knowledge and belief.

## LANGUAGE

**ARABIA**  
 Upper Intermediate (B2)

**ENGLISH**  
 Proficient (C2)

**URDU**  
 Proficient (C2)

**HINDI**  
 Proficient (C2)

