



Safna Siraj

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Objective

To grow myself along with the Organisation's growth with my own skills. To utilize my technical skills and provide a professional service to customers by applying and honing my knowledge and working in a challenging and motivating working environment.

Experience

- **Padmakumar Enterprises** Aug 2019 - 2022
Receptionist Cum Accounts Assistant
 - Good experience as a Receptionist and Accounts Assistant.
 - Good Communication skills with hard working skills.
 - Welcome & greet customers & ask query of the customers as per set checklist.
 - Check the customer category – Retail customer , Wholesale customer , Customers from other states and assist customers to complete all necessary sale related, product related and documentation process.
 - Ask about problem of the customers and settle the disputes.
 - Ensure customers are informed if a deal is running late or called out.
 - Ensure reception area is well maintained, neat and clean and all standard protocols set by organization are maintained.
 - Check with competitive dealers, about there product price and quality of the product and comparing that of our products and make the deal accordingly.
 - Explain the product quality, manufacturing process with the customers pleasantly, and making the customers by the products wholeheartedly.
 - Maintain customer files and enter details in the system.
 - Verify and collects co-pays and/or payment toward account balances at the time of service.
 - Collect money from customers by cash and through account and make Backdate billing for pending approvals.
 - Call & follow-up with customers.
 - Knowledge in Microsoft 365, Excel, Word, Outlook.
 - Accounting software knowledge in Tally Prime.
 - Management ability of Time, Calender, Meetings etc.
 - Accurate in all Admin works,
 - Pleasent and attractive face presentation.
 - Making sure Customer Satisfaction and follow ups after sale dealing.

Education

- **Mahatma Gandhi University** 2023
Master of Commerce
Waiting for results
- **Mahatma Gandhi University** 2013 - 2016
Bachelor of Commerce
6.72
- **SN Info tech.** 2023
Diploma in Tally Prime & GST filing.
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Skills

- *Microsoft 365 well known *Accounting knowledge and Tally prime experience. *Fast capturing of new skills.
- *Computer handling ability. *Highly presentable with Good looks and Smile. *Ability of multitasking *All admin works Handling. *Sales experience *Good Communication *Flexible to work individually and in a group.
- *Leadership ability in works. *Time management in works. *Fast working skill.

Languages

- English, Hindi, Malayalam, Tamil.

Additional Information

Marital status : Married

Nationality : Indian

Age : 27 (14/01/1996)

Visa status : Sponser Visa

Interest : Singing, Drawing & Painting.