

# MUHAMMED RIZWAN LAKHANI

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Date of Birth: 03 July 1969

## SENIOR ACCOUNTANT

Highly motivated, result oriented professionalism with **12 years in the Travel Industry**. Possess excellence in delivering quality standards, good customer service skills, with ability to interact with cross-functional departments, with the high degree of professionalism, discretion and problem resolution capabilities. Further desire to contribute to team effort is enhanced by integrity and willingness to accept responsibility and share long-term mutual success.

### AREAS OF EXPERTISE

- |                                  |                             |                                |
|----------------------------------|-----------------------------|--------------------------------|
| ✓ Corporate Relations            | ✓ Accounts Skills           | ✓ Team-Player                  |
| ✓ Customer Service               | ✓ Sales & Marketing Support | ✓ Cross Cultural Communication |
| ✓ Excellent Interpersonal Skills | ✓ Computer Knowledge Skills | ✓ Problem-solver               |
| ✓ Invoice handling               | ✓ Administration Skills     | ✓ Customer Grievance Handling  |

### CORE COMPETENCIES

- Ability to maintain good relationship management and Keen observer.
- Energetic and goal focused and a Willingness to learn and open to responsibilities.
- Ability to perform effectively even under pressure.
- Thrive on challenges and quickly adapt to new environments and responsibilities.
- Accepting challenges and fulfilling goals and targets by making Revenue.
- Capable of developing customer relations and guarantying satisfaction.
- Regular interaction with the management team, planning work schedules and checking client requirements.
- Dealing with customer complaints, comments & enquiries.
- Ability to locate a challenge and to solve it in the best of interest of all involved.
- Exceptionally well organized, self motivated creativity and initiative to achieve both personal & corporate goals.

### CAREER SNAP SHOT

Aug 2022 to till date **Senior Accountant Laboratory Solutions**

Aug 2021 to Aug 2022 **Senior Accountant Belhasa Engineering and Contracting Co LLC**

Aug 2008 to Aug 2021 **Senior Accountant Belhasa Business Travel (Member of Belhasa International Group)**

Mar 2003 to Aug 2008 **Credit Controller cum accountant Travco Dubai LLC**

### PROFESSIONAL EXPERIENCES

#### Senior Accountant (Aug 2022 –Till date)

##### **Laboratory Solutions (FZC)**

- Maintaining all books of accounts
- Bank Reconciliation
- Land Cost for Imports purchase
- Maintain VAT reports in excel on daily basis
- Looking various utilities bills Sewa/Enoc/Etisalat
- Corporates Credit Cards Reconciliation

**Senior Accountant (Aug 2021 –July 2022)**  
**Belhasa Engineering and Contracting Co LLC**

- All related matters in respect of office
- Handling petty cash for Belhasa Engineering & Al Tatwir Contrating and multiple sites
- Looking after all Utilities Bills of Multiple accounts of Dewa/Salik/Enoc/DU/Etisalat/ Enoc
- Handling Cash and deposit to multipile bank accounts
- Monitering Various Bank Position / Reconciliation
- Knowledge of Horizon software
- Writes letter & Correspondences to bank
- Request Bank Confirmation from bank

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- Issue new LG , amendment, Cancellation
- Making and reconcile all Suppliers payments
- Follow up payment from Debtors
- Coordination with HR deparment for Salary and Payroll

**Belhasa Busiss Travel (AUG 2008 – JUNE 2021)**

**Dubai, UAE**

- All Accounts related matters in respect of Head Office
- Verifications of Daily Sales Report with HMPR Cash and Credit Invoice with CRV and LPOs
- BSP( billing and settlement plan) and Non BSP Reconciliation including ADM (Agents Debit Memo) ACM (Agent Credit Memo) and SSAN (Sales summary adjustment notice)
- Reviewing the airline debit notes and ssan with the sales staff to recall the debits or accounting to the appropriate expense accounts
- Allocation of receipts and accurate invoice details and update all debtors accounts, and verifying the disputed invoices
- Raise the credit note to refund the amount to credit and cash customers
- Make salary payroll and leave settlement
- Also acting as a credit controller , keeping track of outstanding of all debtor
- Allocating of cash as directed by the credit manager
- Maintaining accurate credit records and referring any problems to the team leader
- Suggesting solutions for problems regarding credit management

- Following up for the collection of overdue AR invoices
- Identifying accounts that need special attention.
- Handling disputed accounts and negotiating payments
- Working closely with the credit manager and financial controller to make sure all clients are served accordingly.
- Complete knowledge of *E travel, E Boss and Boss (ERP systems)* and full command in *MS Office (Currently using eTravel Travel Accounting software)*

## **Credit Controller cum Accountant**

**(Mar 2003 –Aug 2008) Travco Dubai  
LLC**

### **Dubai, UAE**

- Preparing credit proposals & documentation
- Provide a competent, courteous and efficient after sales customer service by dealing with all the account queries/refund requests and the disputed invoices from the customer's side due to various reasons by investigating with the concerned supplier and processing the necessary credit notes if necessary. To ensure we delight the customers, which would support in timely collection.
- Clear orders suspended due to Credit Limit being exceeded or Maximum Order value exceeded.
- Prepare age analysis and participate on dispensation of the provisional reports.
- Suspend bad payers' accounts (Permanent/Temporarily), make sure that they are not processing any new transactions and cancel all the future dealings.
- Check and ensure that all cheques and bank remittances are banked daily.
- Updating the statements of account related to all ledger by allocating the received payments and the issued credit notes.
- Regularly sending the updated statements of accounts to the customers/ agents for settlement

Identify problems, recommend remedies, take decisions and ensure timely follow up on collections, thereby ensuring our cash flows are not at risk.

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- Control and maintain debt beyond 60 days. Proactively highlight and resolve all issues prior to 60+ageing which is directly linked to control of bad debt provision.
- Regularly reconcile accounts – especially the GSA's and the top producers' accounts – to early rectify any systematical errors or pending overdue / due balances to avoid any discrepancies between our books and the agent's.
- Following up with the Credit control Admin to ensure that all the agents' guarantees are renewed and authenticated on time
- Visit agents if required, to resolve any issues and develop a good relationship.
- Performs miscellaneous job-related duties as assigned.
- Send deadline letters for the bad payers accounts.
- Reports to the Financial Manager in a monthly basis
- Interacts internally with accounts validation, operations, reservation, customer service departments & BDMs.
- Carry out weekly reviews with the credit controller assistances so that the Account managers are up to date with regards to accounts that are due to go on credit stop.
- Ensure Job performance standards and KPI targets are met.
- Interacts externally with Customers / Agents and hoteliers.
- Involved in Limit approval & Release (Authority to make approved counterparty limits available for trading

## Accountant

(Mar 1999 –Feb2004)

AL Amaan Travel and Tourism

Alain. UAE

- Checking in daily sales report with related invoices , cash and credits
- Issuing debits note and credit note, to particular airlines and customer
- Full knowledge of working in BSP environment
- Prepared complete Airline sales report fortnightly , with related airlines coupons and fare list, after finalized arranged payments for respected Airlines
- Prepared and submitted applications and conducted follow-up reviews for customer cases
- Advised customers of current account status and management options

## QUALIFICATION & SKILLS

### Educational Qualifications

2010 MBA (In finance)  
1992 B.Com, (Bachelor of Commerce),

### I.T. Skills

MS Office Word, Excel, PowerPoint, Access, Publisher and Internet Explorer , E boss, E Travel 2000

### Languages Known

English (Read, Write, & Speak), Urdu (Read, Write & Speak)

\*Supporting Documents and References will be provided on request \*