



MUHAMMAD SAJJAD

Strategic Finance Professional with 3+ years' experience in Financial Analyst, Accounts Assistant, Marketing & Customer Service.



Profile Summary

- An energetic, motivated, and highly dynamic person with strong working skills and theoretical experience ranging in business development, marketing and Accounts Assistant.
- Fostered partnerships with potential clients to integrate partner products in the ceramic tiles industry.
- Developed tailored marketing strategies for national and regional departments.
- Exceeded sales goals by acquiring new accounts and maximizing revenue.
- Optimized margins through price adjustments and cost reduction analysis.
- Maintained strong client relationships at all organizational levels.
- Great organizational skills with a strong emphasis on customer service.
- Extensive experience in working with small businesses to develop protocols and processes that lead to fiscal stability and success.
- Ability to handle multiple tasks and set priorities.
- Manipulates data effectively using Excel expertise for enhanced analysis and forecasting.
- Ensure compliance with accounting policies and regulatory requirements.
- Research and analysis financial reports and market trends.
- People-friendly & approachable with strong planning, communication, interpersonal, analytical and negotiation skills.



Work Experience

Sun & Sky Building Systems L.L.C., Dubai
Accounts Assistant & Marketing

Since Mar'23

Ali Bhai Gold & Silver Jewelers, Pakistan
Financial Analyst

Aug'21-Feb'23

Ali Bhai Gold & Silver Jewelers, Pakistan
Customer Service

Aug'19-Feb'23

Ali Bhai Gold & Silver Jewelers, Pakistan
Finance & Account

Aug'19-jun'21



Contact Details



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Core Competencies

- Financial Control, Audit & Compliance
- Operational Risk Management
- Customer Service
- Upselling
- Analytical Skills
- Customer Retention
- Project Management



Certifications

- **MS OFFICE** (Microsoft Office)
- **ERP TALLY**
- **QUICKBOOKS**
- **PEACHTREE** (by Sage 50)
- **SAP FICO** (SAP Central Finance & Costing)



Educations

- **MBA** (Finance) from University of Karachi in 2022 with 3.49/4
- **BBA (Finance)** from Indus University in 2020 with 3.71/4



Soft Skills

- Adaptability
- Team Player
- Interpersonal and Good Communication
- Analytical and Problem-solving

Key Responsibilities:

- Monitoring and maintaining a clean, safe and secure environment for clients at all times.
- Obtain customer information such as name, address, and payment method, and enter orders into computers.
- Acted professionally and patiently when addressing negative customer feedback.
- Setting customer service goals for team members & helping them reach those goals.
- Interacting with customers & handling customer queries & complaints.
- Supervising the daily operations of the customer service department.
- Staying current on the latest industry trends and techniques.
- Maintaining relationships with profitable customers.
- Identify customer trends that appear to have a negative impact on the replenishment process. Maintains accounting system. /Prepares financial forecasts/Supervises employees.
- Investigates means to improve profitability/ Reviews financial reports.
- Analyzes revenue, expenses, cash flows, and balance sheets.
- Monitors financial details to ensure legal compliance.
- Reviews and processes payments of the company.
- Assists management to make financial decisions.
- Maintains an accurate filing & record keeping system for all financial statements and company documents.
- Producing financial reports related to budgets, account payables, account receivables, expenses etc.
- Developing long-term business plans based on these reports.



Career Timeline

Since Mar'23
Account Assistant &
Marketing



Aug'21-Feb'23
Financial Analyst



Aug'19-Jan'23
Customer Service



Aug'19-Jun'21
Finance & Account



Personal Details

Languages Known: English, Urdu and Hindi

Date of Birth: 14th May 1997

Location: Dubai

Nationality: Pakistan

Marital Status: Single

Driving License Details: No