

# BUSHRA KHALID

Seeking assignments in:  
FINANCE & ACCOUNTS/HUMAN RESOURCE MANAGEMENT/BANKING

## EXECUTIVE SUMMARY

- Completed an **M.Com.** and **B.Com.** from **Mahatma Jyotiba Phule Rohilkhand University.**
- Gained knowledge of implementing financial procedures, maintenance & finalization of accounts as per statutory requirements of Companies Act.
- Known for mapping the role criteria, defining position description and documenting specifications.
- Gained knowledge of tracking and identifying prospective candidates using LinkedIn and new age sourcing channels.
- In-depth knowledge of improving operations, enhancing business growth and maximizing profits through the achievements of finance management, internal controls and productive improvements.
- Excellent analytical, relationship management and communication skills with proven ability in liaising with financial institutions and regulatory authorities.

## KNOWLEDGE PURVIEW

- Maintaining books of accounts and finalizing accounts and financial statements.
- Conducting financial statement analysis and interpreting various companies.
- Making accounting entries in Tally software and monitoring voucher verification process.
- Implementing systems & procedures for timely preparation of statutory books of accounts and financial statements.
- Providing financial reports including financial information and interpretations to the management.
- Assisting in the preparation of MIS reports and other statements to provide feedback to top management on financial performance on a monthly basis.
- Performing the bank reconciliation, income tax return, TDS Return, Service Tax, Professional Tax and possess knowledge of Internal, Financial and Cost Control Systems.
- Filing Income tax returns of an individual, partnership and various corporate entities.
- Ensuring adherence to the best HR practices and compliance with regulatory requirements by monitoring departmental performance and control systems.
- Performing staffing, recruitment, induction program, contract negotiations, discipline, policy & procedures.

**CERTIFICATION:** Strategic Customer Service with RPA & AI Certified By HRD (U.A.E.).  
Achieved 6.5 score in IELTS.

## WORK EXPERIENCE (SHARAF DG HQ MASHREQ BANK DEPT.) (MAY 2023 – PRESENT)

### TELEMARKETING & CUSTOMER SERVICE EXECUTIVE (MASHREQ BANK)

- Perform outbound calls as a marketing tool to carry out a variety of sales and marketing activities, including cross selling, cold calls, and upselling to new and existing customers.
- Attend telephone queries from customers and direct such calls to appropriate Company or Bank personnel where necessary.
- Perform any after-call functions to complete the cycle of call.
- Achieve pre-set Key Performance Indicators for the individual and assist in the achievement of the overall sales target as set by the Company and/or by the Bank.
- Complete daily and weekly reports to measure individual effectiveness and provide figures showing weekly productivity of individual.
- Ensure each call handled meets the service standards of the Company and the Bank
- Create and/or maintain proper client, call and sales records and customer's database as required by the Company and/or by the Bank.
- Ensure confidentiality of data in the manner and to the extent required by the Company and/or by the Bank.



**CONTACT**  
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## EDUCATION

**M.Com.**  
2021  
Mahatma Jyotiba Phule  
Rohilkhand University



**B.Com.**  
2017  
Mahatma Jyotiba Phule  
Rohilkhand University



**12th (English Core, Economics, Business Studies, Accountancy and Computer Science)**  
2013  
K.C.M. School, Moradabad



**10th (English Comm, Hindi, Mathematics, Science and Social Science)**  
2011  
K.C.M. School, Moradabad



## PERSONAL SNIPPETS

**Date of Birth:**  
13th September 1995

**Address:**  
Al Khail Heights Residency, Dubai (U.A.E)

**Visa Status: Employment**  
Work Visa: Valid