

Burhan Ahmad

Phone number: (+971) 506425172 (Mobile) | **Address:** Abu Dhabi United Arab Emirated, United Arab Emirates (Home)

● ABOUT ME

Dedicated and results-driven professional with a Bachelor's degree in Business Administration (2016 - 2020) and hands-on experience in accounting, customer service, cash handling, and front-line operations. Proven ability to manage financial records, assist customers with professionalism, and ensure smooth day-to-day business transactions. Committed to delivering service excellence, process accuracy, and customer satisfaction in fast-paced environments.

● SKILLS

Customer Service Excellence | Cash Handling (Physical & Online) | Accounts Payable & Receivable | Time Management & Multitasking | Administrative Support | Communication & Interpersonal Skills | Proficient in Microsoft Office | ERP Software Experience

● WORK EXPERIENCE

10/2021 – CURRENT Abu Dhabi, United Arab Emirates
ACCOUNTANT AL BADAR CARPENTRY LLC, ABU DHABI, UAE

- Prepared financial reports including profit/loss statements and balance sheets
- Managed accounts payable and receivable; reconciled bank statements
- Ensured timely tax filing including VAT preparation and compliance
- Coordinated with banks and suppliers for LPOs, CDCs, and PDCs
- Maintained accurate bookkeeping and financial controls

08/2021 – 10/2021 United States
SUPPORT REPRESENTATIVE DAKOTA AMAZON SERVICE LLC

- Delivered customer support via AWS cloud-based platforms
- Managed dispatch coordination, invoice generation, and product documentation
- Handled real-time queries with a customer-first approach

Pakistan
CUSTOMER CARE EXECUTIVE MOUNTAIN TECH

- Provided front-line support through email, chat, and phone
- Resolved customer issues, followed up on orders, and documented feedback
- Assisted in conducting satisfaction surveys and maintaining CRM records

● EDUCATION AND TRAINING

08/2016 – 10/2020
BACHELOR OF BUSINESS ADMINISTRATION (BBA HONS) NCBA&E University, Multan, Pakistan

Website <https://ncbae.edu.pk/>

08/2014 – 08/2015 Mailsi, Pakistan
FSC (INTER) Multan Board

Website <https://web.bisemultan.edu.pk/>

08/2010 – 08/2012 Mailsi, Pakistan
MATRIC Army Public School and College System

Website <https://www.fbise.edu.pk/>