



Burhan Ahmad

 **Phone number:** (+971) 506425172

 **Home:** Abu Dhabi United Arab Emirates, (United Arab Emirates)

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

Accountant

Al Badar Carpentry LLC, Abu Dhabi, UAE [10/2021 – Current]

City: Abu Dhabi | Country: United Arab Emirates

- 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

Support representative

Dakota Amazon Service LLC [08/2021 – 10/2021]

Country: United States

- 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

Customer Care Executive

Mountain Tech

Country: Pakistan

- 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

Bachelor of Business Administration (BBA Hons)

NCBA&E University, Multan, Pakistan [08/2016 – 10/2020]

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

FSC (inter)

Multan Board [08/2014 – 08/2015]

City: Mailsi | Country: Pakistan | Website: <https://web.bisemultan.edu.pk/>

Matric

Army Public School and College System [08/2010 – 08/2012]

City: Mailsi | Country: Pakistan | Website: <https://www.fbise.edu.pk/>