

# **MUHAMMAD IMRAN AYUB**

S/O **MUHAMMAD AYUB**

## **OBJECTIVES.**

To work in a dynamic environment, where I can utilize my abilities, field knowledge, experiences & communication skills, & seeking a long-term career in customer services & relationship management of a leading institute that provides growth & leading opportunities. I am looking to be a responsible worker of a workgroup or company where I can put my previous experience & get more. I hope to get a suitable job in your respected Institute according to my experience and education. I am self-confident, determinant, enthusiastic, individual with a strong creative background. I could manage myself effectively & the capability to work with in a team. 100% focused on maintaining standards, achieving goals & furthering me.

## **QUALIFICATIONS.**

- MBA (Master Of Business Administration) from NCBA&E Lahore, Pakistan
- B.Com (Bachelor Of Commerce) from University Of The Punjab, Pakistan
- ICS (Inter. with Computer Sci.) from BISE Sargodha. (UOS Sargodha, Pakistan)
- Matric from FBISE Islamabad, Pakistan

## **PERSONAL EXPERIANCES.**

### **Accounts Direct Oversea Ltd Pakistan, Islamabad.**

#### **As Accounts Executive & Operations In charge.(Since Mar.2018 to till date).**

- Accounts Direct Oversea Pakistan and Accounts Direct Uk along with Skytax UK ltd, are joint ventures and operates in both countries,
- Accounts Direct Uk Ltd & Skytax Uk Ltd are also a joint venture, also facilitate Limited companies to submit returns as a accounting and taxation facilitator.
- Manage all type of operations regarding accounts of clients, manage payroll, and submit their returns, to HMRC UK, and Companies House UK.
- Have a strong contact/relationship with all clients, manage the responsibility that submit all returns on time, perform all operations on time.

- SJ Pay Ltd, and IWOP Ltd operates as a umbrella company, in UK, employees work under these umbrella companies are also facilitated, according to payroll, tax & return submission.

### **Akhuwat Islamic Micro Finance, Lahore.**

As Internal Auditor, & Area Accounts Officer. (From October 2016 to March 2018).

- Perform on highly important post as Accounts Officer and Internal Auditor, In Akhuwat Islamic Micro-Finance Ltd (Akhuwat Foundation).
- Inspect all accounts as Internal Auditor according to time period and make opinion on the correctness and credibility of all procedures and work performances.
- Risk management, and compliance management team strongly depend upon the opinion of Internal auditor's report and auditor duty is to realize all work performances in according to policies and develops a strong internal control.

### **Active Media Ltd, Lahore, Pakistan.**

As Customer Relationship Officer & Supervisor.(From Feb. 2015 to Oct. 2016).

- Manage all activities related to customer and solve their complains & problems.
- Supervise all tasks and operations.
- Perform as a team builder and organize all activities work related.
- Coordinates employer as well as Client, 3<sup>rd</sup> party related to work goals, and manages change,
- Indicate direction received from both ends and implement order among workers.

### **The Rice Bowl Lahore. Pakistan.**

As Manager Operations & Accounts. (From October 2013 to February 2015).

- Managing all accounts and supervise all transactions.
- Managing all creditors payment schedule and purchase material.
- Inventory Management & procurement Management.
- Managing sales Operations & Forecasting Demands.
- Discovering new opportunities & increase sales volume by promotion.
- Relationship Management with vendors and suppliers.
- Analyzing customer needs, quality standard for customer delivery & satisfaction to develop long term relationship with customers.
- Deal quickly & efficiently with customer enquiries and complaints.
- Identify & resolve customer problems in minimum time frame.

- Effective Resource Management & Allocation.
- Performing day-to-day administrative & managerial tasks such as maintain information, files & records.
- Supervisory role in all control activities.

### **IVA Pure Water Purification Ltd Rawalpindi, Pakistan**

(As Manager Accounts & Operations, From September 2011 To October 2013)

- Managing all accounts and supervise all transactions.
- Managing all creditors payment schedule and recovery.
- Inventory Management & Sales Management.
- Managing Marketing Operations & Forecasting Demands.
- Discovering new market opportunities & increase sales volume.
- Relationship Management with consumers and retailers.
- Analyzing customer needs, quality standard for customer services & satisfaction to develop long term relationship with customers.
- Deal quickly & efficiently with customer enquiries and complaints.
- Identify & resolve customer problems in minimum time frame.
- Effective Resource Management & Allocation.
- Performing day-to-day administrative & managerial tasks such as maintain information, files & records.
- Supervisory role in all control activities.

### **Askari Bank Internship. (3 Month July 2011-September 2011)**

- Customer Services.
- Cheque collection / Preparation of clearing.
- Remittances Inward / Outward.
- Procedures relating to Branch Banking.
- Procedures relating to cash credits cases.

### **Pak Qatar Family Takaful Ltd, Pakistan.**

Internship From February 2011-July 2011, As a Internee (Consultant)

- Developed & enhanced business relationships by addressing customer concerns & proposals.
- Developed & improved processes to avoid delays and increase efficiency in order to have better customer relations.
- Analyzing customer needs, quality standard for services & customer satisfaction to develop long term relationship with customer.
- Update knowledge of all policies & procedures to apprise customers about that.
- Developing customer relationships by field marketing.

### **Span BPO Ltd, Rawalpind, Pakistan.**

From May 2010 to February 2011 as Customer Services Representative.

- To provide services & product Information over the Telephone & securing sales.
- Identify potential customer opportunity to increase customer satisfaction.
- Handling customer complaints & enquiries.
- Address customer complains in minimum possible time.
- Meeting & exceeding Customer expectation.

### **SKILLS.**

#### **Managerial & Human Skills & Abilities.**

- Accounts Management, Project Management,
- Internal Audit, Claim Management.
- Compliance Management, Internal Control.
- Strategic Management, Operations Management.
- Office Management & Administrative Skills.
- Logistic & Supply & Chain Management.

#### **Technical Skills & Abilities.**

- Languages, (English, Urdu, Arabic)
- Basic computer skills, (MS Office, Excel, PowerPoint etc).
- Specific system software's, (ERP, Oracle, Xero, Peach Tree, Quick Book, etc).
- Networking, Internet surfing, Web Designing,

## **PERSONAL INFORMATION.**

- **Date of birth;**                      **01-10-1989.**
- **CNIC Number;**        **37202-9347233-3.**
- **Passport Number;** **BV1132331.**
- **Cell No;**                      **+923008595755.**
- **Cell No;**                      **+923008715755.**
- **Email Address;**        **imranayubae@gmail.com**
- **Email Address;**        **[imranayubpk@gmail.com](mailto:imranayubpk@gmail.com)**
- **Present Address;** **H. No. 218, Aiza Garden, Model Town, Islamabad, Pakistan**
- **Permanent Address;** **Vil. Dhok Gujjar, P.O. Arra, District Chakwal, Pakistan**
- **Reference;** **Will be furnished on demand.**