

SYED MUHAMMAD ZAKI

EXPERIENCE

Accounts Manager • Accounts • Aneeb Pharmaceuticals (PVT) Ltd
February 2018 - November 2021

EMAIL/CHAT SUPPORT SPECIALIST (INTERNATIONAL), MINDBRIDGE PVT PAKISTAN, LTD December 2021 to February 2023

- Providing Customer service at every interaction, ensuring end to end resolution by taking complete ownership for the customer in every transaction. Handling Queries, Requests and Complaints from customers tactfully
- Achieve superior customer engagement and ensure a significant improvement in customer experience. Used and familiar with Jira software as used it for 12months.

Inside sale associate, 0260labs. USA February 2023 to April 2023 (Remotely)

- Remote work. Assisting Companies with Booking appointments.
- Effective Communications between buyers and sellers via Slack and provided software in timely manner for sales completion.

EDUCATION

- **SKANS SCHOOL OF ACCOUNTANCY, LAHORE, PUNJAB.**
ACCA Affiliate, all papers passed (pending Advanced Taxation result).

COMMUNICATION

- Due to my past experience in public relation, I am more aware of customer/client relationship and effective communication.
- Pragmatic approach regarding task management.

SKILLS

- Expertise in usage of MS word, Power Point, Excel and Accounting Software XERO.
- Fluent Speaker of Urdu, English and Punjabi

REFERENCES: AVAILABLE ON REQUEST.



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DHA
Lahore, Punjab



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OBJECTIVE

A practical minded ACCA finalist with a firm grasp on the basic concepts of accounting and audit engagements allowing me to function efficiently and effectively handle any task assigned to me as well as professionally tackle any situation arising during the course of my work engagement