

AADIL (MOHAMMAD) ARSHAD

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Qualification Profile

I am a confident graduate, driven by personal targets, seeking the opportunity to practice in finance. I want to delve deeper and expand my knowledge of the Finance world as I have the drive and the eagerness to learn to become as successful as possible in this field.

My degree in BA (Hons) Accounting and Finance has helped me gain knowledge on different areas such as audit and tax as well as obtain strong analytical skills through using MS Excel to create financial statements, make financial calculations and perform basic financial analysis. I am someone who is self motivated and a hard worker that can be relied upon to get the job done to a high quality. Furthermore, I am flexible and adaptable to carry out tasks outside my job description similarly done in my previous roles and capable of working with teams to achieve long term company objectives.

KEY SKILLS

- Work Under Pressure
- Team player
- Adaptability
- Communication Skills
- Problem Solving
- Customer Service
- Time Management
- Fast Learner
- Problem Solving
- Teamwork
- Microsoft Office
- Multilingual (Urdu/Punjabi)

EDUCATION & CREDENTIALS

BA (Hons) Accounting and Finance (2:1): Manchester Metropolitan University (2019-2023)

BTEC National Diploma Level 3 in Business (D*D) | BTEC National Extended Certificate Level 3 in IT (D) GCSE's English Language (C) Maths (C): Parrs Wood Sixth Form (2017-2019)

GCSE's English Literature (C), Core Science (C), Additional Science (B), French (B), ICT (A), Psychology (B) and BTEC ICT (Merit): Parrs Wood High School (2013-2017)

PROFESSIONAL EXPERIENCE

Xero Manchester City Centre

Accounting Customer Experience Specialist

10/2022 to 04/2023

- Responding to live customer cases regarding Xero's software through Salesforce, email, or telephone with the end goal of resolving their accounting queries. These queries include bank reconciliation, invoicing, P or L and trial balance.
- Collaborate effectively with other teams such as Sales, Technical Specialists and Product.
- Where appropriate escalate feedback received from customers to ensure continuous improvement of Xero customer care service.

Boots Manchester Airport

Customer Advisor

01/2022 to 10/2022

- Manage regular operations of the store, such as price checking, shelf monitoring, and replenishing stock in different areas.
- Provide excellent customer service by helping and assisting customers and answering any questions.
- Build good communication skills by working with other employees together as teamwork.
- Gain opportunities to work alongside pharmacy to achieve set goals.

Boots Manchester Airport/ Didsbury

Customer Advisor

12/2019 to 11/2021

- Responsible for working alongside the pharmacy and delivered advice to clients as per requirements.
- Provided offering over-the-counter products that needed customer attention by asking key questions to determine medication.

REFERENCES

References are Available on Request