

Yasir Pervaiz, MBA.

Lahore, Pakistan

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SUMMARY OF QUALIFICATIONS

- Customer Service Specialist by providing excellent customer experience using empathy, emotional intelligence, negotiation and communication.
- Decision maker by using problem solving techniques at workplace.
- Expert knowledge of Email, Web browsing, Microsoft Office, ERP, SAP and Social Media Communication.
- Efficient and Productive in Time Management.
- Influencer with working within teams.
- Trusted Internal Control Auditor in improving internal controls and risk analysis
- Well-equipped expert in business development.
- Demonstrated knowledge of Accounting and Auditing.

PROFESSIONAL EXPERIENCE

Magic Planet-Largest Family Entertainment in Middle East & Africa, Mall of the Emirates, Dubai, UAE
Customer Service Associate **June 2017 to May 2019**

- Greets and facilitates guest on the floor by persuading them to use all games and rides available in the facility.
- Ensure superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Promptly and effectively respond to requests via email, phone or online media.
- Build sustainable relationships of trust through open and interactive communication.
- Portray a professional, friendly and engaging manner always

The Superior Group-Fastest growing institute in Asia, Lahore, Pakistan
Audit Officer **Nov 2014 to May 2017**

- Support ongoing risk assessment of the businesses' control environment of group and affiliated companies.
- Participate in core audit activity through timely and effective delivery of end-to-end audits.
- Assist in developing the group audit program to better enable audit to evaluate whether these key risks are being adequately controlled.

The Superior Group-Fastest growing institute in Asia, Okara, Pakistan
Regional Accounts Officer **Oct 2013 to Oct 2014**

- Lead and manage a team of accountants to ensure accurate and timely monthly close activities
- Managing funds at regional and sub offices to perform routine activities according to the scope of work of each project.
- Training of accountants.

The Superior Group –Fastest growing institute in Asia, Lahore, Pakistan
Account Officer & Student Affairs Coordinator **April 2009 to Oct 2013**

- Preparing financial documents such as invoices, bills, and accounts payable and receivable.
- Completing relevant reports on a regular basis and providing information to the finance team.
- Completing bank and accounts receivable and accounts payable related reconciliations. Entering financial information into SAP. Processing business expenses. Managing day-to-day transactions including posting daily receipts. Recording office expenditures. Reporting on debtors and creditors.

- Providing comprehensive counseling to applicants and students on topics including the admissions process, career planning, financial aid eligibility, and registration to accurately communicate requirements, deadlines, policies, and procedures.
- Handling activities at each student enrollment period, including enrollment forms, student verifications and locker applications & distribution.
- Monitoring student statuses and maintaining accurate student files with information including matriculation and graduation clearance degree requirements.
- Facilitating the Leadership and the Peer Mentorship programs to promote student engagement and professional development.

PROFESSIONAL CERTIFICATION

Emotional Intelligence, Psychology at work, Customer Service Foundations, Negotiation skills, Understanding the Leadership Dynamics, Working with upset Customers, Business Development Foundations, Problem solving techniques, Leading a customer centric culture, Communication within teams, Efficient Time Management.

EDUCATION

- Master of Business Administration, Marketing/Management & Finance, The Superior College, Lahore, Pakistan, Thesis title: Impact of advertisement on customer buying behavior in Shopping Products in Pakistan
- Bachelors of Science, Computer Sciences, Punjab University, Lahore, Pakistan
- Intermediate of Computer Sciences, Computer Science, Govt Islamia College Civil Lines, Lahore, Pakistan
- Matriculation, Science, Govt Central Model High School, Lahore, Pakistan

PROFESSIONAL MEMBERSHIPS

LinkedIn/Premium Career, Active

Pakistan Association Dubai/PAD, Active

HONORS

- **Annual Best Performer** by Majid Al Futtaim, Highest Business Development, 01-Feb-2018.

SKILLS

- Customer Service Associate-Skilled Multi Tasker, Flexible Approach, Global Customer Service, Written Communication, Strong Communication, Negotiation, Public Relations, Leadership, Problem Solving.
- Audit Officer-Analytical Skills, Internal Controls, Auditing, Compliance Management, Microsoft Office, Team Player, Self-Motivation, Financial Reporting, Risk Management, Budgeting and Forecasting.
- Accounts Officer-Banking-Treasury Management. Accounts Payable, Chart of Accounts, Pivot Tables, Quick books, Accounts Receivable.
- Student Affairs Coordinator-, Diversity, Case Management, Alternative Dispute Resolution. Diplomacy, Administration, Event Planning, Travel Arrangements, Office Operations.
- Content Writing, Article Writing, Report Writing, Proposal Writing, Digital Marketing, Internet Research, Virtual Assistant, Email Marketing, Recruitment, Data Entry, Blogging, Affiliate Marketing, E- Commerce, Search Engine Optimization(SEO)
- Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Corporate Identity, Logo Design.

TEACHING EXPERIENCE

- Working Student – Bachelors and Matriculation Students, Presentation Skills, Adaptability, Constant Learning, Mentoring, Approximately 57 students.