



Khalid Abdulrahman

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Professional Summary

Adept at managing budgets, payroll, invoicing and all other general accounting functions. Instrumental in keeping business operations fully compliant and working within budgetary guidelines. Fastidious in tracking all expenses. Excellent reputation for resolving problems and improving customer satisfaction.

Skills

- Calculating liabilities
- Financial Reporting
- Financial Management
- MS Office Suite
- Account Closing
- Financial statements expertise
- Documentation and reporting
- Complaint resolution
- Conflict Resolution
- Service-oriented self-starter
- Outstanding communication skills
- Occupational safety

Work History

08.2018 - Current

General Accountant

PRO View General Contracting & Maintenance LLC - Abu Dhabi, UAE

- Managed entire accounting cycle, including gathering information, preparing documents, finalizing reports and closing books.
- Contacted customers to immediately find resolutions for escalated issues.
- Brought errors to near-zero in reporting, payroll administration and general bookkeeping.
- Enhanced budget administration by reviewing reports, leveraging knowledge to strengthen controls and improve transparency.
- Evaluated and improved accuracy and completeness of financial records.
- Tracking payments to internal and external stakeholder.
- Manage all accounting transactions.
- Ensure timely bank payments.
- Coordinated with clients to improve accounting, payroll and operations.
- Created and introduced updated processes for accounts receivable sub-ledger and customer attribute reporting.
- Improve productivity by 50% in daily operations.

01.2020 - 03.2021

Safety Supervisor

MBC - Dubai, UAE

- Working as part time with MBC as safety supervisor for 3 series.
- Offered staff coaching on observed at-risk work habits to minimize accidents and increase workplace safety.
- Analyzed onsite incidents and instituted precautionary measures to

reduce risk and severity of workplace injuries.

- Recognized, documented and advised on removal of hazards.
- Led employee training on safe usage of equipment.
- Reviewed company processes and suggested methods that would improve overall safety for all employees.
- Participated in safety meetings and assisted Safety Supervisor lead by answering questions from staff members.
- Completed workplace safety and hazard inspections.
- Monitored safety practices of new and existing employees.
- Inspected work practices and procedures for compliance with company and federal regulations.
- Managed administrative logistics meetings for choosing film shooting locations, including agreements and contract signing, and reported to upper management.
- Managed entire accounting cycle for employees COVID- 19 PCR test ,including scheduling appointment, gathering billings information, preparing documents, finalizing reports, recording and reporting to upper management.

04.2016 - 12.2017

Customer Service Agent

Abu Dhabi Islamic bank - Abu Dhabi, UAE

- Entered customer interaction details in sales system to track requests, document problems and record solutions offered.
- Educated clients on account services and resolved client inquiries regarding statement information and account balances.
- Educated customers on use of banking website and mobile apps.
- Educated customers on company systems, form completion and access to services.
- Enhanced productivity by staying on top of call scripts and maintaining control over direction of conversations.
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Built and strengthened customer relationships by leveraging excellent interpersonal and communication skills.
- Processed customer transactions promptly, minimizing wait times.
- Managed over 50 customer calls per day.

02.2015 - 03.2016

Customer Service Agent

Dubai Islamic bank - Dubai , UAE

- Educated customers on use of banking website and mobile apps.
- Assisted customers with setting up or closing accounts, completing loan applications and signing up for new services.
- Answered customer inquiries regarding account balances, transaction history, services charges and interest rates.
- Helped large volume of customers every day by approaching conversations with positive attitude and focus on customer satisfaction.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Managed over 50 customer calls per day.

Education

Expected in 12.2021

MBA, Business Administration And Management, General, Limkokwing University of Creative Technology - Malaysia

