

Saikh Waseem Alam

PROFESSIONAL SUMMARY

Experienced Account & Administrative Officer with a proven track record administration, customer service, retail sales and time management. Demonstrates exceptional organizational skills and reliability, effectively managing multiple priorities with a positive attitude. Possesses a detail-oriented approach and strong interpersonal skills, proficient in financial records analysis and computer literacy. Skilled in cash management, invoice balancing, customer service and staff account management seeking a challenging role to leverage my expertise for the benefit of the organization.


EDUCATION


Bachelor in Business Studies	2020
Applied College of Management & Education	
Inter in Commerce	2014
Greenland International higher secondary school	
School Leaving Certificate (S.L.C)	2012
Shree Sikhsha Sadan Secondary school	


EXPERIENCE

Account & Administrative Officer	2022-05 -
Niko Multiple College & hospital Pvt.Ltd	
<ul style="list-style-type: none">Maintained accurate records, ensuring timely processing of invoices, payments, and financial report.Assisted with month-end closing procedures, including journal entries and account reconciliations.Assisted development and implementation of new administrative procedures.Restocked supplies and placed purchase orders to maintain adequate stock levels.Organized company events such as conferences, team-building activities, and holiday parties.	
Assistant Supervisor	2020-03 - 2022-04
New Morang Hotel Biratnagar	
<ul style="list-style-type: none">Collaborated with other departments to achieve organizational goals, fostering teamwork across various functions.	

CONTACT

 Biratnagar -Sarochiya Rampur chowk

 +9779804345775

 Siddiquewaseem97@gmail.com

PERSONAL DETAILS

Date of Birth : 1993-12-05

Marital Status : Single

Nationality : Nepalese

Religion : Islam

Passport : 11796065 (Nepal)

Gender : Male

SKILLS

Retail Store Operations

● ● ● ● ●

Conflict Resolution

● ● ● ● ●

Cross-selling techniques

● ● ● ● ●

Data entry and management

● ● ● ● ●

Supervising staff

● ● ● ● ●

Team Leadership

● ● ● ● ●

Sales experience/Salesmanship

● ● ● ● ●

Conflict Resolution

● ● ● ● ●

Accounting Software Proficiency

● ● ● ● ●

- Resolved conflicts among team members promptly, maintaining a harmonious working environment conducive to productivity.
- Implemented safety protocols to minimize workplace accidents and maintain compliance with industry standards.
- Strengthened communication skills through regular interactions with others.
- Worked flexible hours across night, weekend, and holiday shifts.

Retail Sales Head

2016-12 - 2020-03

Kushi Collection

- Answered customer questions about return and exchange policies.
- Utilized POS system to process cash, credit card, and mobile pay transactions.
- Restocked inventory as needed to ensure merchandise availability.
- Greeted customers upon entry and provided assistance in locating items.
- Recommended merchandise to suit customer budget and preferences.
- Secured consistent customer sales with knowledgeable, friendly support.
- Meet sales quotas by utilizing upselling opportunities.
- Offered alternative recommendations when desired products were out of stock or unavailable.

CERTIFICATION

- Financial Accounting-Inventory & Merchandising Transaction [Udemy]
- Financial Analysis Financial Modeling Using MS Excel [Udemy]
- Customer Service Masterclass Corporate Edition[Udemy]
- M.S Office Package - [6 Months] Moonlight Institute of Computer and TrainingCenter.
- Sales Excellence. [Udemy]
- The Complete B2B Sales Skills-Lead Generation to Closing. [Udemy]
- Becoming A Sales Professional. [Udemy]
- The Fundamental of Digital Marketing [Google Digital Garage]
- Mini MBA in Entrepreneurship. [Udemy]
- Customer Service [Saylor Acafemdemy]
- Professional Diploma in Omnichannel Sales&Service Management [MTF]Institute of Mangeagement and Technology

Excellent Communication



LANGUAGES

English

Hindi

Nepali

INTERESTS

Meeting with new people

Making New friends

Playing games

Listening Audiobooks

REFERENCE

Shyam Sunder Poudel - Niko Multiple College and Hotspot pvt ltd.

Coordinator

+9779852026562

Sunil Kumar Sreshtha - Supervisor

New Morang Hotel

sunilshrestha622@gmail.com

+9779842135517

Sunil Kumar Shah - Khushi Collection

Proprietor

+9779827396230