### Zakaria Ahmed Al-Khalifa

Sudan-Khartoum | 00249964508511 or 00249121398576

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##### Accounting/Banking/ Customer Service

Analytical and detail-oriented professional with several years of experience in accounting, banking, and customer service. Instrumental in processing various types of accounts transactions, ensuring accurate general ledger posting, managing large volume of cash, and quickly responding to vendors and customer’s queries, process invoices, and; maintain files for documentation related to various accounting activities. Ability to perform accounting functions in quick books

Interpersonal, organisational, and communication skills. Highly adaptable and attracted to multi-cultural environments,

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| --- | --- | --- |
| * Accounting Functions * Account Payable/Receivable * Contract Management | * Payroll Services * Report Generation * Cash control and bank reconciliation | * Problem Resolution * Strong Communication * Logical/Methodical Approach * Strategic Planning & Analysis |

# Professional Experience

**JEDIAN ADVERTISING COMPANY, Sudan 2020 - up to now**

**SENIOR ACCOUNTANT**

* Accounting Functions
* Account Payable/Receivable
* Payroll Services
* Report Generation
* Cash control
* Bank reconciliation
* Contract Management

**ASHRI FACTORY FOR GEPSUM BOARD -Sudan 2019 - 2020**

***Head of Account section***

* Analysed and maintained an adequate system of accounting records and a comprehensive set of controls designed to identify and mitigate risks.
* Enhanced the accuracy of company's reported financial results and ensured the compliance of results with generally accepted accounting principles.
* Administered payroll sheets and accounts entries and posted to general ledger. Controlled petty cash and bank accounts to ensure accuracy of cash, including collections, disbursement, and debt.

**ABU DHABI CHAMBER OF COMMERCE,** Abu Dhabi **2000 -2017**

***Officer In-charge - Customer Service***

* Oversee all day-to-day customer service functions, such as resolve problems within authority range and deliver necessary information by communicating with customers in a professional manner.
* Lead process transactions, including money transfer, deposits, withdrawals, and data entry to update client files and control over petty cash.
* Support managers with various assigned tasks and trained the new members, while editing, cancelling, and issuing membership/origin certificates, letters, and commercial documents according to customer requirements.

**Achievements and Projects in Abu Dhabi chamber of commerce**:

- Participate in the horizontal expansion of the Chamber and cooperate in the procedures of opening new branches.

- Participate in the process of strategic development by cooperation with various teams and accomplish the tasks assigned at each stage.

- Participate in the project of rooting quality by applying and adopting best practices and understanding of the integrated quality system in the Abu Dhabi Chamber.

- executing the project of (excellence in customers services), which aims to communicate with all customers in order to offer new services and how they can get benefit from them and also to update their database with the Chamber

**PIONEER ELECTRICAL CONTRACTING COMPANY,** Abu Dhabi **1997 – 2000**

***Head of Account section***

* Analysed and maintained an adequate system of accounting records and a comprehensive set of controls designed to identify and mitigate risks.
* Enhanced the accuracy of company's reported financial results and ensured the compliance of results with generally accepted accounting principles.
* Administered payroll sheets and accounts entries and posted to general ledger. Controlled petty cash and bank accounts to ensure accuracy of cash, including
* Collections, disbursement, and debt.

**Tadamon Islamic Bank, Sudan 1992-1997**

\* posting the daily ledger entries and ensure trial balance adjustment

\* Auditing of the daily accounting transitions to ensure correctness and accurate posting and make necessary corrections

\* Following-up the bank account and preparing the reconciliation statement

\* Following-up outstanding accounts (creditors - debtors – pending amounts - clearing documents

\* Process checks clearance with other banks

**Nile Animal Food Factory, Sudan 1991-1992**

\* Preparation of accounting entries and deported to the general ledger

\* Preparation of Trial Balance, Income statement

\* Adjust and follow up the treasury account

\* Adjust and follow up the bank account and prepare the Bank reconciliation statement

\* Sundry management

\* Adjust and control production and inventory

\* Controlling sales and collecting and depositing revenues

# Education & CERTIFICATIONS

**Bachelor Degree in Business Studies - Banking & Export**, Sudan University for Science & Technology

**ICDL certificate**

**Courses**

Self-strength Secrets & Keys to Success, Abu Dhabi

How to Achieve Excellence in Customer Service, Abu Dhabi

Work Shop in Smart Objectives, Abu Dhabi

The secrets of self-power and keys to success

Effective Communication Methods, Abu Dhabi

How to Receive, Answer, Transfer, & Finish Calls, Abu Dhabi

Seminar: How to Present an Effective Suggestion, Abu Dhabi

Introductory Session on ISO System, Abu Dhabi

**Languages:**

Arabic Language (Native)

English (Very Good)