



HENA FATIMAH

FINANCE PROFESSIONAL

A driven financial specialist with 4+ years of experience in analyzing business financial performance, creating forecasts and reports and advising financial models for different businesses.

CONTACT



+971509671457



henafatima@live.co.uk



Own Visa



Dubai, UAE

EDUCATION

2019

Masters in Business Administration
Cardiff Metropolitan University

2019

Diploma in Strategic Management & Leadership
Westford Institute

2013

Bachelors in Business Administration
Herriot Watt University

SKILLS

Communication



Problem Solving



Team work



Positive Attitude



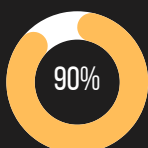
MS Office



Sage Software



LANGUAGE



English



Urdu Native

WORK EXPERIENCE

Credit Control Officer

Feb 2016 – Sept 2022

Hadid International Services

Dubai, UAE

- Key controller for management of credit recovery
- Was responsible for confirming customer's credit ratings with banks
- Confirmed timely and effective collection of all debts and customers payments
- Processed invoices and statements and reports for the company Finance director.
- Maintained contact with clients to ensure invoices are clear for payment and negotiating re-payment plans
- Posted and allocated daily receipts to accounting systems and in the end provided accounts information to internal department regarding up-to-date client files, records, and documentation.
- Established and maintained good client relationships, both internally and externally at all levels with different departments like sales & marketing.
- action to avert indebtedness and in the case of bankruptcy must take an immediate strategy and plans with the higher management approvals.

Customer Service Executive

Jan 2014 – Feb 2015

AC Nelson Market Research Company

Dubai, UAE

- Actively managed top tier clients for the company
- Conducted communications with customers through various channels.
- Acknowledged and resolved customer complaints.
- Processed orders, forms, applications, and requests.
- Book keeping records of customer interactions, transactions, comments, and complaints.
- Provided feedback on the efficiency of the customer service process.
- Ensured customer satisfaction and provided professional customer support.

CERTIFICATIONS/TRAININGS

- Completed the two days course in AML/CTF/Bribery/Corruption - HADID International Service.
- Completed the 21hour course in Ultimate English Communication for Leaders from Leaders. Guru by Enhance Learning Center LLC.