

# PIREH S SACHAL

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Spirehsasui@gmail.com  
Own Residence Visa  
Passport Valid till 3 July 2027

Accounting | Customer Service | Sales | Banking | Tele Sales | Document Controller | Accountant | Admin



## Personal Details

### Name

Pireh Sasui Sachal

### Date of Birth

12 Aug 1994

### Gender

Female

### Marital Status

Single

### Nationality

Pakistani

### Mobile

+971562057134  
+971506302062

### Languages

Arabic  
English  
Urdu  
Hindi

### Softwares

Fussion, Symbol and Oracle

## Summary

Interested to contribute and expand my knowledge, skills, and ability in a well-known professional organization by working with great sense of responsibility, dedication, and hard work such whatever expertise, training, and skills I gained can be utilized for my personal growth and development and betterment of the organization and implement better ways and means to achieve the organization goals and objective. A challenging, attractive position commensurate with my qualifications and experience to work in accordance with my knowledge, skills, and work effectively by providing high quality and standard service are on my way to the entire satisfaction and success of the company as well as build up my career and quality.

## Skill Highlight

- Good organizational and administration capabilities.
- Ability to work with people from diverse backgrounds in a team or individually.
- Ability to adopt to multi-cultural environments.
- Good networking and communication abilities.
- Highly qualified in market research with a positive result.
- Enjoy creative problem solving and getting exposure on multiple projects.

## Experience

### Junior Accountant and Document Controller

Al Khayyat Investment, DI Park, Dubai, UAE, August 2023 – Present.

### Key Responsibility Areas:

- Ensuring end-to-end payment process from verification to reconciliation.
- Verification of supporting documents which include suppliers' invoices and sub-contractors (four-way matching).
- Reconciliation of suppliers' statements.
- Preparation and communication of funds requirements for suppliers' payments to the treasury team.
- Cheque preparation and subsequent disbursement to suppliers.

### Achievements:

- In short time span I have spearheaded the end-to-end payment process, meticulously handling all aspects of payment, from verification to reconciliation to payment.
- I have built and nurtured strong relationships with suppliers, fostering collaboration and trust to facilitate smooth transactions.

### **Sales Executive (Indoor/outdoor Sales)**

ABU DHABI COMMERCIAL BANK (ADCB), Dubai, UAE, March 2023 – August 2023

#### **Key Responsibility Areas:**

- Target achievement.
- Effective promotion of bank products and programs.
- Customer coordination and response handling for concerns.
- Execution of sales strategies.
- Management of online promotions and communication of latest offers to customers.

#### **Achievements**

- 20% incremental sales revenue.
- 25% additional leads with 15% growth in customer acquisition.
- Effective management of 500+ customer requirements and concerns.
- Query management resolution at 95%.
- 10% boost in customer engagement with online promotion.

### **Customer Support / Sales / Tele Sales Agent**

DU TELECOM, Dubai, UAE, August 2022 – March 2023

#### **Key Responsibility Areas:**

- Telecall to potential and existing customers.
- To reach 30 sales closing per month.
- Resolution of customer grievances.
- Documentation of calls and sales record.

#### **Achievements**

- 120% achievement of sales target.
- 15% conversion rate with effective questioning techniques.
- 100% accuracy in order process resulting in repeat orders.
- Grievance redressal at 95% satisfaction rate.

### **Assistant Manager (Complaints Department)**

UNITED BANK LTD, Karachi, Pakistan, August 2017-August 2022

#### **Key Responsibility Areas:**

- Coordination with state or federal governing bodies such as FIA, NAB, CTD, ANF, JIT, ensuring compliance with domestic and international regulations.
- Regular communication with branches, customers, and cross-functional units for investigation
- Resolution of customer complaints
- Compliance assurance with Complaints Handling Policy along with follow up with relevant departments to resolve complaints based on SBP guidelines.

#### **Achievements**

- 98% Resolution rate in customer complaints
- 100% Compliance rate with internal policies and regulatory requirements
- 95% satisfaction rate in assistance provision
- 10% increase in customer cost selling
- 95% First Contact Resolution rate
- 98% Closure rate for complaints

### **Personal and Technical Skills**

- Good communication skills and ability to sustain hard work.
- Pleasing personality and ability to work under high pressure.
- Extensive experience using business applications such as Excel Word, PowerPoint, Tally, Access Publisher, and the use of Internet for communication, research and reference.
- Use of various software programs.

### **Education**

- Bachelor of Administration (BBA) from IQRA University in 2023, Pakistan
- Bachelor of Arts (BA) from SHAHEED BENAZIR BHUTTO UNIVERSITY in 2014, Pakistan.

### **Evidence**

I hereby declare that the above information is true to the best of my knowledge belief.

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PIREH SASUI SACHAL