



# Dilawar Arif

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178 Main Street, Shahpur kanjra, Lahore, Pakistan

## **OBJECTIVE**

Dedicated and results-oriented professional with more than eight years of experience in accounts & finance. Skilled in Financial analysis and reporting, ERP system proficiency (Oracle, QuickBooks), Process improvement and automation, Problem-solving and decision-making, Strong interpersonal and communication skills. Seeking a challenging role to leverage expertise and contribute to organizational growth.

## **EDUCATION**

- **Bachelor in Business Administration** **Oct 2015 – Jun 2020**  
University of south Asia, Lahore, Pakistan
- **Intermediate in Commerce** **Aug 2013 – Sep 2015**  
BISE Lahore, Lahore, Pakistan
- **Matriculation** **-Jul 2013**  
BISE Lahore, Lahore, Pakistan

## **CERTIFICATION**

- **Dynamics 365 Finance**  
<https://learn.microsoft.com/en-us/users/dilawararif-6598/transcript/deqklh3o4pj4z2r>

## **SKILLS**

- **Technical Skills:** ERP Oracle, QUICKBOOKS, Dynamics 365 Finance, MS Office.
- **Soft Skills:** Financial analysis and reporting, Process improvement and automation, Problem-solving and decision-making., Strong interpersonal and communication skills.

## **EXPERIENCES**

**Accounts Payable Executive** **Jan 2023 – Present**  
Style Textile PVT PTD, Lahore, Pakistan

- Manages and processes a substantial volume of invoices (1500+) from numerous vendors (200+) monthly, ensuring accuracy, authorization, and timely payments.

- Resolves invoice discrepancies, maintains effective communication with vendors and stakeholders, and ensures accurate record keeping.
- Oversees the management of advances for ongoing projects, adhering to corporate policies, and minimizing discrepancies.
- Implements automation using ERP systems (Oracle) to streamline invoice tracking and reduce processing time.
- Prepares monthly reports on pending GRNs, advances, and raises demands for outstanding invoices. Conducts adjustments based on purchase order commitments.
- Handles payroll processing for contract-based workers according to approved rates and production output. Manages other payments related to contract workers.

### **Costing Executive**

**Aug 2021 – Dec-2022**

Style Textile PVT PTD, Lahore, Pakistan

- Create detailed cost summaries for Operations, Administration, and HR departments across 12 factories using ERP data.
- Categorize costs by division, department, cost center, and other specified criteria.
- Provide monthly cost reports for general store, dyes & chemicals store, and yarn store.
- Compare current costs with previous months, years, and the same month of the previous year to identify cost differences.
- Analyze electricity generation costs from various sources and consumption in different departments.
- Assist management in preparing monthly cost reports, budget analysis, forecasting future expenses, and presenting to directors.

### **Accountant, Administrator & HR**

**Jun 2019 – Aug-2021**

Dar-e-Arqam School, Lahore, Pakistan

- Prepare and present comprehensive daily, monthly, and annual financial reports, including income statements, profit and loss statements, and balance sheets. Analyze financial data to identify trends, potential issues, and opportunities for improvement.
- Oversee the efficient management of accounts receivable and payable, ensuring timely collection of revenues and accurate payment of expenses. Reconcile bank accounts and student fee ledgers to maintain accurate financial records.
- Manage the payroll process for 250+ employees, including salary calculations, deductions, and generating fee slips. Collaborate with HR on payroll-related matters and ensure compliance with labor regulations.
- Approve regular expenses and manage institute demands within budgetary constraints. Monitor non-academic staff performance, enforce institute policies, and address inquiries from colleagues and parents.
- Lead the implementation and utilization of QuickBooks online to streamline financial operations, enhance efficiency, and improve data accuracy.
- Provide clear and concise financial information to the Director and other stakeholders. Effectively communicate financial performance, risks, and recommendations.

**Customer Support Executive****May 2018 – Apr-2019**

IBEX.co, Lahore, Pakistan

- Leverage available online portals to quickly and accurately address customer inquiries. Utilize the provided resources to find solutions to common and complex issues.
- Provide clear and concise explanations to customers, ensuring their understanding. Maintain a deep understanding of the information available on the online portals. Continuously update knowledge of WARID and JAZZ services, promotions, and troubleshooting.
- Effectively navigate through the portals to find relevant information promptly. Prioritize customer satisfaction by providing timely and helpful solutions. Demonstrate empathy and understanding towards customer concerns. Build trust by following up on customer issues and ensuring resolution.

**Customer Service Officer & Cashier****Nov 2016 – Mar-2018**

METRO Cash &amp; Carry Pakistan, Lahore, Pakistan.

- Resolves customer complaints and inquiries efficiently. Manages product returns and exchanges according to company policy. Utilizes CRM to document customer interactions and escalate complex issues to relevant departments.
- Registers customers for loyalty programs and communicates program benefits. Manages in store announcements to inform customers about promotions and events.
- Processes customer payments accurately, including cash, credit, and debit cards. Redeems customer coupons and applies discounts. Handles daily sales transactions and prepares day end reports
- Maintains accurate records of customer interactions, transactions, and returns. Adheres to company policies and procedures related to customer service and cash handling.

**LANGUAGES**

English level B1, Urdu &amp; Punjabi

REFERENCES Available upon request