**[Customer Service Representative](https://www.postjobfree.com/resume/ad3m77/customer-service-rose-hill-va)**

**Location:**Rose Hill, VA, 22310

**Posted:**February 15, 2024

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**Resume:**

?Razai Nooryar

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SUMMARY OF EXPERTISE

Experienced professional with a bachelor?s degree in Business Administration and a consistent top-performer with two years of experience in Tax administration and HR in the Afghanistan Ministry of Finance. Extensive experience in compliance review, monitoring and office administration. Diligent, with a strong work ethic, and proven ability to meet deadlines without compromising quality, and attention to detail.

PROFESSIONAL EXPERIENCE

Ministry of Finance (Large Taxpayers Office) Jun 2018 ? Jul 2020

Case Manager, Kabul ? Afghanistan

? Lead the renewal of all large Taxpayer licensing process.

? Performed reconciliation of all large taxpayer accounts.

? Ensured that companies to which I am assigned to, pay their taxes on time.

? Ensured that AITR (Annual Income Tax Return) forms are submitted on time.

? Organized and conducted training and learning sessions for taxpayers.

? Assisted in completing companies? tax details in SIGTAS system.

? Helped in compilation and sending cases to Audit through risk-based committee.

? Assisted taxpayers in filling their forms.

? Establish good rapport, communication and employee relation, as well as liaising with the company`s clients with which have been working on continuous basis.

Ministry of Finance (Internal Audit (PFMRII) Project) Sep2017 to Jun 2018

Human Resource Assistant, Kabul ? Afghanistan

? Assisted with day to day operations of the HR functions and duties.

? Provided clerical and administrative support to Human Resource officers.

? Compiled and updated employee records (hard and soft copies).

? Processed documentation and prepared reports relating to personnel activities (staffing, recruitment, training, grievances, and performance evaluations).

? Coordinated HR projects (meetings, training, surveys and took minutes)

? Attended employee requests regarding human resources issues, rules, and regulations.

? Assisted in payroll preparation by providing relevant data (absences, bonus, leaves, etc).

? Communicated with public services department when necessary.

? Efficiently handled complaints and grievances procedures.

? Conducted initial orientation to newly hired employees.

? Assisted recruiters to source candidates and updated the database.

? Ordered office supplies and researched new deals and suppliers.

? Liaised with executive and senior administrative assistants to handle requests and queries from senior managers.

? Planned meetings and took detailed minutes.

EDUCATION/PROFESSIONAL QUALIFICATION

Bachelor?s Degree in Business Administration - 2018 Bakhtar Univesity - Kabul

High School Degree ? 2013 Zulaikha High School - Kabul

Advanced Certificate in English Language ? 2009 Roheen Educational Centre ? Kabul

LANGUAGE& IT SKILLS

? Proficient (Speaking, Reading & Writing) skills in:

? English Good

? Hindi Intermediate

? Dari Native

? Pashto Beginner

? Proficient in MS Office:

? Excel,

? Word

? PowerPoint

Accolades and Skills

?

? Proficient at research and analysis.

? Good understanding of business strategies & corporate decision making.

? Excellent at meeting deadlines.

? Effective and excellent communication skills (written and speaking)

?

? Honorary certificate holder in girls? basketball team

REFERENCES

Will be provided upon request