

# Fraser Duncan

ACCOUNTS MANAGER

info@resumekraft.com ✉

+1-202-555-0114 📞

Charlotte, North Carolina 📍

linkedin.com/in/fraser in

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## SUMMARY

I am an honest ,self- motivated hardworking person with positive attitude towards my carrer and life . I am open for changes , easy to adapt to new conditions and willing to learn new things . While I enjoy working independently , I thrive when working in team , I'm excited about working effectively with others to achieve common goals .

## EXPERIENCE

### Audit intern

**Avon International auditing and valuation company AIAV) Feb 2020 - Present**

- Take the role in the Audit as a professional team member to perform in simple part of the financial statement
- Support Audit work on real projects together with AIAV professionals
- Complete other administration task as required by Audit Department.

### Aministrative Officer

**Brookfield Asset Management Sep 2016 - Jul 2018**

- Monitored all incoming contracts and service agreements for correct pricing and information
- Coordinated changes to agreement which might occur during contract lifetime
- Reviewed quotes from customers to obtain best pricing and service for organization
- Established and updated work schedules to account for changing staff levels and expected workloads
- Established efficient workflow processes, monitored daily productivity and implemented modifications to improve overall effectiveness of personnel and activities
- Improved customer satisfaction scores through application of superior conflict resolution and problem-solving skills
- Supported translations

### Customer Service Administrator

**Raytheon Technologies Sep 2011 - Sep 2016**

- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service
- Responded to customer requests for products, services and company information
- Communicated with vendors regarding back order availability, future inventory and special orders
- Offered advice and assistance to customers, paying attention to special needs or wants

## EDUCATION

**Diploma in Accounting and Business-FIA (ACCA)**

*Jan 2019 - Dec 2019*

**Masters in Finance**

**University of Pennsylvania - Feb 2016**

**Bachelors in Accounting**  
Arizona State University - Jul 2014

**VOLUNTEER  
ACTIVITIES**

**HCM comunist youth union (2011)**

- Supporting the organization for some activities to welcome international volunteer organizations.
- Complete some tasks as required
- Join soft skill classes in the communist youth union .

**Varshn Community organisation (2006-2012)**

- Delivered free foods for poor people in local
- Run free medical days for poor people in local
- Connected with leaders from other communities to open " pickup trash day" every month
- Joining the dancing competitions with other wards and districts
- Joining the soft skills classes in the community

**LANGUAGES**

English



German



French



Arabic



**PERSONAL  
SKILLS**

Team work



Work under high  
pressure



Fast Learner



Excellent attention to  
details



Excel , word ,  
powerpoint

