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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | |  |  | | --- | --- | | **First Name of Application CV No 1621386**  Whatsapp Mobile: +971504753686  New_logo.gif  To get contact details of this candidate Purchase our CV Database Access on this link.  <http://www.gulfjobseeker.com/employer/services/buycvdatabase.php> |  |   Key Skills   |  |  |  | | --- | --- | --- | | Accounts Payable/Receivable  Cash Management   * Administration * Reconciliation | Retail Operations Management  Report & Document Preparation   * Underwriting * Customer Service | Vendor Management  Transaction Process  MIS   * Problem Resolution |   **Career Progression**   |  |  | | --- | --- | | **MIRAJ MEDIA – KSA (sAUDI aRAMCO vISIT VISA)** | **Jun’15 to Nov’15** |   **Secretary – Admin & Operations**  **Roles & Responsibilities :**   * Handled all Secretarial work to the General Manager. * Administered entire office operations to ensure efficiency and productivity. * Supervised the activities of Sales and Production team. * Handled all documentation tasks including quotations, bills, attendance reports, etc. * Conducted inspections of office premises to ensure facilities. * Organized and maintained diaries and make appointments. * Prepared and updated documentation for current and future requirements. * Collected data for records and develop presentations. * Handled professionally with all correspondence, complaints and queries. * Oversaw the tracking expenditures and reconcile accounts. * Maintained a safe and secure work environment.   **SOuthern solution –trichy Apr’13 to May’15**  **Administration Manager**  **Roles & Responsibilities :**   * Assisted front desk management in handling visitors and clients. * Managed the entire back office operations on customer transactions and queries. * Reconciled petty cash expenses and payment of office accounts. * Conducted inspections of office premises to ensure facilities. * Maintained all office systems to the prescribed standards in order to ensure smooth functioning at all times. * Experienced in keeping the records of financial transactions & analyzing financial aspects of organization. * Negotiated price and ensure proper quality and delivery of the purchase materials. * Handled all documentation tasks including quotations, bills, attendance reports, etc. * Handled professionally with all correspondence, complaints and queries. * Contributed to team effort by accomplishing related results as needed. * Conducted daily meeting with the team members. * Implemented and adhere to standard policies and procedures. * Maintained a safe and secure work environment.  |  |  | | --- | --- | | **Reliance life insurance co.ltd – trichy** | **Apr’08 to Mar’13** |   **Senior Customer Care Executive – Branch Operations**  **Roles & Responsibilities :**   * MIS Co-Coordinator for the Trichy Region and handled all Secretarial work to Regional Head. * Managed branch operations and achieved quality & customer service benchmark for the branches. * Process Management – ensured quality of business logged in, necessary checks and balances. * Financial Management – Report and track and reconcile cheque & cash. * Coordinated with IT & facilities department for ID card / Access card, mail ID for new employees. * Ensured for underwriting the new issues, Compliances in new Issuance. * Customer Orientation – Managed turn-around time for agent/customer. * Maintained a smooth work environment by building a culture of collaboration between sales and operations. * Followed up and ensure process compliance and adherence at the branches. * Customer / advisor servicing – Complaint and grievance management. * Talent management – Trained sales force on the process for quality business * Coordinated with corporate claims department in retrieving the documents. * Quality of business logged-in & Complaint tracking and resolution. * Managed and handled other department areas in the absence of other team members.  |  |  | | --- | --- | | **icici bank ltd –trichy** | **Jan’06 to Mar’08** |   **Customer Care Executive – Banking Operations**  **Roles & Responsibilities :**   * Handled Cash Counter Operations and all sort of postdated cheque queries. * Resolved all walk-in customer queries within a short time. * Clearing of cheque, raised expense reports to central office for Vendor payments. * Maintained all inventories, stamps, stock registrars, deliverables, etc. * Handled RTGS, NEFT, Fund Transfer Transactions. * Managed the bank customer database up to date. * Managed Banking of PDC's (Outside Network) & Local clearing. * Mapped DD or Bounces received through Branch, OA & Post. * Bank statement mapping and knockoff in Bank Reconciliation System. * Follow up with banks for cheque not accepted as Over to the counter or Non-Banking Cases. * Coordinated with the internal and external Customers. * Boarded and processed all customer requests in the CRM software. * Prepared monthly, quarterly, yearly MIS reports, Petty cash reports. * Maintained Daily workplace meeting with team members. | | | |
| **Educational Details** | | **Personal Details** | **Software’s Handled** |
| **M.C.A. (2002-2005) Jamal Mohamed College** | | **Date of Birth : 17.07.1981** | **MS Office, Life Asia, Finn one** |
| **B.Sc. Physics(1999-2002)Jamal Mohamed College** | |  | **FLEXCUBE, FCRM, RCRM.** |