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| **First Name of Application CV No 1621386**Whatsapp Mobile: +971504753686 New_logo.gifTo get contact details of this candidate Purchase our CV Database Access on this link.<http://www.gulfjobseeker.com/employer/services/buycvdatabase.php>  |  |

 Key Skills

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| Accounts Payable/ReceivableCash Management* Administration
* Reconciliation
 | Retail Operations ManagementReport & Document Preparation* Underwriting
* Customer Service
 | Vendor ManagementTransaction ProcessMIS* Problem Resolution
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**Career Progression**

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| **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.

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| **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.

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| **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.
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| **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.** |