Cheryl

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**Career Summary**

Dedicated Human Resources Coordinator, focused on developing efficient processes using knowledge of recruiting, employee relations, training and development, and auditing. Readily adapts to change, works independently and exceeds expectations, able to juggle multiple priorities and meet tight deadlines without compromising quality.

**Work Experience**

**Accounts Officer** (Jan 2016 till Present)

**Exential Group,** Dubai

**Designation:** Accounts Officer

**Profile**:

* Internal Transfer
* Opening of new account for the existing clients through internal transfer
* Checking and replying to client’s email requesting for internal transfer
* Assisting clients in filling of their internal transfer form
* Checking whether the client is eligible for doing an internal transfer with the available funds in his account
* Maintaining all the internal transfer data with calculation for each client in excel
* Sending calculation to the client on their request for opening of new account through internal transfer
* Maintain a summary report at the end of each month for internal transfers
* Communicating with the respective relationship manager of the client for their opening of new accounts
* Additional Responsibilities- Multitasking
* Charging maintenance fee for client’s account
* Processing the client’s request for monthly withdrawal of their profit which included checking of the information in all the fields filled in by client
* Checking the email request for closing of accounts and replying to them
* Closing of the accounts upon client’s request
* Assisting the client service team with queries getting from clients regarding their accounts

**Sales Coordinator** (Jan 2015 to Jan 2016)

**Mashreq Bank**, DST Sales Credit Card and Loan Division, Deira, Dubai

**Designation**: Sales Coordinator

**Profile**:

* Managing all the sales related activity of the Product (Credit Card and personal Loan).
* Main job involved checking of Credit card, personal loan and account opening applications according to the bank’s policy.
* Responsible for supporting the company Sales Team and ensuring that they have the tools, support and resources needed to set them apart from the competition.
* Carrying out administrative tasks such as data input, processing information, completing paperwork and filing documents.
* Speaking with customers using clear and professional language.
* Resolving any sales related issues with customers.
* Completing the administrative needs of the Sales Department.
* Making follow-up calls.
* Responding to sales queries via phone, e-mail and in writing.

**HR Assistant and Auditor**(March 2011 to March 2014)
**Sayaji Group of Hotels & Chain of Restaurants Ltd**. – Indore

**Designation**: HR Assistant and Auditor

**Profile**:

* Worked for the recruitment team. Main job involved collecting the requirements for the smooth running of the various departments in the F&B.
* Functions involved placing of ads in the newspaper, social media, and screening of the various CVs received and doing background verification on the prospective candidates.
* After the initial questionnaire with the candidate arranging for interviews with the respective Department Heads. Collecting the assessment sheet and processing it further.
* As an auditor for GRE department I use to audit their work which included their call auditing and to audit the data of rating of the guest's feedback.
* I also trained the newly joined members of my team.

**Educational Qualification**

**MBA**: Major in Human Resource, 2011-2012

Wigan and Leigh College – Indore, Madhya Pradesh, India

**Bachelor of Science**: Major in Biology, 2010

Vikram University – Ujjain, Madhya Pradesh India

**Training in Medical Transcription**: 2007

Edit Expert Comp. – Indore, Madhya Pradesh, India

**Grade 10+2**: Science, 2006

Ebenezer Higher Secondary School – Dewas, Madhya

**Computer Skills**

* OS Known: Windows
* Familiar with all Banking Software which is useful for entering and searching customer data.
* Familiar with Microsoft office suite and Internet.

**Personal Qualities**

* Good communication/interpersonal skills.
* Fast learner
* Optimistic

**Personal Detail**

**D.O.B** 07-10-1987

**Language Known** English, Hindi

**Marital Status** Unmarried.