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| **Nisha**  |  |  |
| C:\Documents and Settings\image\Local Settings\Temporary Internet Files\Content.Word\nisha.jpg**Career Objective:**Striving to escalate self-performance and efficiency by effectively adapting to the work culture and work pressure. Thus grow professionally with dedication and hard work.**Academic Qualification:**

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|  Master of Commerce (M.Com) : University of Calicut 1996 |
|  Bachelor of Commerce (B.Com) : University of Calicut 1992 |
|  Pre-Degree (+2) : University of Calicut 1989 |
|  S.S.C Department of Education : Govt. of Kerala 1987 |

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**Technical Qualification:**

* Passed Certificate Course in Financial Accounting on Tally - Jawaharlal Nehru Education & Charitable Foundation – Calicut, Kerala
* Passed the following Computer Courses (InfoTech Info system – Calicut, Kerala) MS Office, MS Word, MS Excel, MS PowerPoint, MS Access
* Extensively using the Internet and E-mail & MS Outlook.

**Trainings Attended:**

* “Customer Handling Programme” – **Aramex** Courier Services
* “Shipment Handling & Carrying Programme” – **Aramex** Courier Services
* “Security Programme” – **Aramex** Courier Services
* “Products Training Programme” - **Oman Insurance Company**, **First Gulf Bank**.
* “Anti-Money Laundering Training” - **The National Bank Of RAS AL KHAIMA**

**Additional Information:**

* Driving License – Valid UAE Driving License.
* Languages Known – English, Hindi, Malayalam and Tamil.

**Personal Details:**

Date of Birth : May 11th 1972

Nationality : Indian

Passport No : R2405293

Visa Status : Husband Visa (15th March 2017)

Marital Status : Married

**Summary of Work Experience: 16 + Years total work Experience**

1. **Organization : AyurdharaAyurvedic Centre, Dubai (**Aug 2016 – till date)

 Designation : Business Development Manager

1. **Organization : The National Bankof RAS AL KHAIMA, Dubai(**June 2015 – July 2016)

 Designation : Relationship Officer – credit card & personal loan

**3. Organization : First Gulf Bank, Dubai (**March 2014 – August 2014)

 Designation : Sales Executive – credit card & personal loan

**4. Organization : Oman Insurance Company, Dubai (**Aug 2010 – December 2013)

 Designation : Sales &Marketing Executive

Job Responsibilities:

* Collecting the contact numbers from data base. Calling the customers and fixing the appointments with their convenient time.
* Achieve the greatest possible return to the company from the use of the promotional funds and deploy display materials and point of sale aids to generate the greatest impact on the customer.
* Giving the proper advises to the customers, clear their doubts and serving them as a VIP person.
* Noticing the new products and its features and inform to the customers.
* Achieving the monthly target.

**5. Organization : Aramex Courier Services, Dubai**

 Designation : Customer Service & Call center Team Leader (July 2005 - July 2010)

Job Responsibilities:

* Preparing the daily & monthly MIS reports of bank documents.
* Maintaining a tracking facility to enable bank documents to be updated easily.
* Arranging manifest on daily basis for the banks.
* Scanning and making run sheet for all relevant new bank documents.
* Filing the copy of customer IDs which the documents are delivered through outlets.
* Handling the routine operational activity as a “**Call Center Team Leader”**
* Corresponding to the customers regarding complaints.
* Handling email correspondence to the overseas customers.
* Meeting the requirement of customers by providing excellent customer service.
* Handling more than 50 call center agents’ day to day office activities.

**6. Organization : Kerala State Electricity Board, India**

 Designation : Clerk (January 2000- February 2005)

Job Responsibilities:

* Preparing monthly electricity bills with the help of meter reading.
* Handling preparation and payments of cheques.
* Preparing monthly cash report.
* Preparing Payroll accounts of employees.

**7. Organization : Al BastiAdvertising, Dubai.**

 Designation : Secretary cum Accountant(May 1998 – October 1999)

Job Responsibilities:

* Attending telephone calls and answering queries from customers.
* Maintaining and updating customer database and letter drafting.
* Monitoring the daily banking dealings and payments details etc.
* Making invoices and follow up the payments.
* Handling cheque preparation and payments.

**8. Organization : Life Insurance Corporation (LIC) Of India**

 Designation : Clerk (August 1996 – January 1998)

Job Responsibilities:

* Giving a proper insurance knowledge to the customers.
* Receiving and dispatching of inland and overseas documents.
* Proper document controlling and making document logs.
* Tracking the details of customers and updating the database.
* Entering the policy payments and giving advance information to the customers about the policy renewing and payments.

**Personal Strengths:**

* Good communication skills.
* Dedicated and hardworking individual.
* Very confident and able to move freely with people.
* Pleasant telephone manners.
* Quick learner and motivated.
* Excellent team player.
* Able to work under pressure.

**To Conclude:**

My experience profile has a progressive background in areas of service operation, which enables me to deliver quick, efficient and quality work. I have extensive knowledge and experience for formulating planned systematic work to ensure a high level of performance. It is with great interest that I am forwarding my CV/Resume for your consideration.

Yours faithfully

Nisha