**Soniya**

Ajman, UAE

Email: soniya.347862@2freemail.com

**Professional Summary**

 Motivated banking professional possessing a strong commitment to quality customer service coupled with superb communication skills. Builds customer loyalty by effectively resolving problems and quickly processing transactions. Seeking a valuable position into the corporate domain to utilize my strong analytical and communication skills and thus proving to be a valuable asset for the organization.

**Skills**

|  |  |
| --- | --- |
| * Accounting & Finance Background
* Adaptable Software Packages: MS-Office
* Cash handling expertise
 | * Excellent time management skills
* Operation Management
* Team building
* Persuasive
* Conflict Resolution
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**Personal Information**

* **Age & DOB:** 26 years, 04th July 1990.
* **Nationality / Citizen:** Indian
* **Sex & Marital Status:** Female & Married

**Work History**

**Relationship Executive cum Account Assistant, July-2012 to March-2016
Muthoot Finance Limited – Ahmedabad, Gujarat, India**

* Organized, stocked and maintained the teller window area.
* Preparation   of   BRS.
* Explaining Customers about all products/ Cross Selling.
* Gold Testing & Verification.
* Organize and maintain file and records.
* Provide general administrative support including but not limited to: phones, distributing mail.
* Handling emails, Co-ordination with Regional & Corporate Offices and all other day-to-day Administrative activities.
* Processed monthly and quarterly Vault, Accounts and Gold audits with a zero error rate.
* Pulled daily branch reports.
* Handled various accounting transactions.
* Processed exchange and foreign currency.
* Answered telephone inquiries on banking products including checking, savings, loans and lines of credit.
* Advised clients on mortgage, educational and personal loans.
* Continued education on current banking products and services through JAIIB Certification by Indian Institute of Banking and Finance.

**Business Consultant, Jan-2012 to June-2012
Universal Hunt – Ahmedabad, Gujarat, India** Recruitment and Business empanelment

**Education**

**MBA**: Finance, 2012
**NRIBMS, Gujarat Technological University** - Ahmedabad, Gujarat, India

**BBA**: Management, 2010
**Som Lalit Institute of Business Management, Gujarat University** - Ahmedabad, Gujarat, India

**Languages**

* English, Hindi, Gujarati, Malayalam

**Additional Information**

* Other Activities Passed JAIIB Exam conducted by Indian Institute of Banking and Finance in the month of May-2015.
* Participated in AMAETHON 2008 at IIM -Ahmedabad.