**ELIZABETH** 

**Email Id:** [**Elizabeth.99588@2freemail.com**](mailto:Elizabeth.99588@2freemail.com)

**Work Experience**

**E-Banking Support Officer :** (April 2007- March 2011)

**Dubai Bank**

Work Knowledge : Ensuring that the bank policies, procedures and

management instructions are complied with.

Complaint handling with respect to customers and

inter-departmental queries.

Performing maintenance as per requests received

through faxes, emails and mails.

Approval of reversals on Covered cards

Follow up and closures of all queries received through Internet Banking.

Performing Customer Satisfaction survey

Provide value adding services to the customers

through back office support system

**Accounting Analyst (Temporary):** (February 2007 till March 2007)

**General Motors Dubai**

Working Knowledge : Processing and reconciliation of Claims

pertaining to Dealers.

**Accountant (Temporary)**  : (March 2006 till June 2006)

**M/S Deyaar Development (subsidiary of Dubai**

**Islamic Bank)**

Dubai, U.A.E

Work Knowledge : Booking Invoices In Oracle Financials &

Amlaki Real Estate Accounting Software,

Preparation of Debtor Reconciliation Statement

Verfication& Vouching of Real Estate Receipts

**Accounts Assistant (Temporary)** : (November 2005 to January 2006)

**M/S Barwil Dubai LLC**

Dubai, U.A.E

Work Knowledge : Updation of Vessel Operation System Support

Accounting of Daily Cash Receipt & Remittance

**Articleship** : 3 years (October 1998 to October 2001)

**M/S Sankar&Moorthy**

**Chartered Accountants**,

Thiruvanathapuram, Kerala, India

Work Knowledge : Preparation of Bank Reconciliation Statement

Preparation of Debtor Reconciliation Statement

Verification & Vouching of Transactions

Audit of Companies & Partnership Firms

Preparation of Trial Balance &Finalisation of Accounts

**Educational Qualifications**

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| --- | --- | --- |
| **Educational Qualification** | **Year of Passing** | **Institute or Board** |
| MBA (HR) | 2015 | Symbiosis Centre for Distance Learning, Pune, India |
| CA (Intermediate) Group 1 | 2000 | Institute of Chartered Accountants of India, New Delhi |
| B Com | 1998 | Kerala University , Kerala, India |
| Higher Secondary | 1995 | Maharashtra State Board, Mumbai, India |
| S.S.C | 1993 | Maharashtra State Board, Mumbai, India |

**Trainings Attended**

1. Affluent Customer Segment Training Program - "Customer Royalty-conducted by Dale Carnegie Training
2. Principles of Islamic Banking conducted by Emirates Institute for Banking and Financial Studies.
3. Certificate of Achievement – Uplifting Service Champion conducted by Mr. Ron Kaufaman, Founder UP Your Service College.
4. Shari’aMidad English Training conducted by Dubai Bank
5. Sales Techniques Training conducted by Dubai Bank
6. Human Resources and Administrative Skills conducted by Nadia Training Institute.

**Exposure to Computers**

Tally 8.1 : Expert Knowledge

Oracle Financials : Operating Knowledge of Receivables Module

MS Word : Operating Knowledge

MS Excel : Operating Knowledge

MS Power Point : Operating Knowledge

**Personal Details**

Date of Birth : 20th December 1977

Nationality : Indian

Sex &Martial Status : Female; Married

Languages Known : English, Hindi & Malayalam

Visa Status : Husband’s Sponsorship