



SURUMI.H

Summary

Seasoned professional adept at managing branch operations and financial activities. Possesses strong leadership skills, excels in customer relationship management, and ensures adherence to regulatory standards. Strategic thinker with a proven track record of driving business success.

Experience

- 2023 Sep - May 2024
Kosamattam Finance
Branch Executive & Accountant
 - Overseeing branch operations, including customer service, sales, and administrative functions.
 - Setting branch targets and goals, and ensuring they are met through effective team management.
 - Recruiting, training, and supervising branch staff to maintain high standards of service.
 - Managing accounts payable and accounts receivable processes.
- 2018 Dec - 2020 March
Indel Money
Customer Relation Executive
 - Interacting with customers via phone, email, or in person to address inquiries, provide information, and resolve issues.
 - Building and maintaining strong relationships with customers to enhance loyalty and satisfaction.
 - Handling customer complaints and concerns in a professional and timely manner, striving to achieve positive outcomes.
 - Having a thorough understanding of the company's products or services to effectively address customer inquiries and provide assistance.
- 2017 Aug - 2018 Sep
ICL Fincorp
Junior Officer & Accounts
 - Processing vendor invoices, verifying accuracy, and preparing payments within specified timelines.
 - Generating customer invoices, tracking payments, and following up on overdue accounts.
 - Comparing bank statements with internal records to ensure accuracy and resolve discrepancies.
 - Recording financial transactions, maintaining accurate ledger accounts, and assisting with month-end closing procedures.

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Kerala, India

KEY SKILLS

- Financial Management
- Team Leadership
- Sales and Marketing
- Customer Relationship Management
- Customer Service
- Communication Skills
- Relationship Building
- Problem Resolution
- Product Knowledge
- Data Entry
- Administrative Support
- Record Keeping
- Teller & Cashier

PERSONAL INFO

Nationality : Indian
Gender : Female
Date of Birth : 19/05/1991
Marital Status : Married

PASSPORT INFO

Passport No. : X2839365
Date of Expiry : 24/01/2034

CERTIFICATION

Diploma In Financial Accounting

Diploma in Computer Applications

SOFTWARE PROFICIENCY

**DFA TALLY
DCA**

LANGUAGES KNOWN

- English
- Malayalam
- Tamil
- Hindi
- Arabic

SOFT SKILLS

- Leadership
- Team Work
- Judgment and Decision Making
- Critical Thinking
- Coordination
- Active Listening

2012 Sep - 2014
vodafone Tele Communication
Back End Supporting Staff

- Entering and updating data accurately and efficiently into the company's databases or systems.
- Providing administrative assistance such as filing, organizing documents, scheduling appointments, and preparing reports.
- Maintaining accurate records of transactions, customer interactions, or other relevant information.
- Handling incoming and outgoing documents, including sorting, scanning, and filing as necessary.

2011 Jun - 2012 Jul
Bharati Airtel Telecommunication
Back End Supporting Staff

- Managing emails, letters, and other forms of communication, responding to inquiries, and redirecting messages to appropriate personnel.
- Assisting in managing inventory levels, including stock tracking, ordering supplies, and coordinating deliveries.
- Providing technical support or troubleshooting assistance to staff members encountering issues with software, systems, or equipment.
- Conducting quality checks on data, documents, or processes to ensure accuracy and compliance with company standards.

Education

B. Com
MG University
2013

Higher Secondary
Kerala Board
2008

Secondary
Kerala Board
2006

Strength& Qualities

- The ability to convey information effectively, both verbally and in writing, and actively listen to others.
- Being adept at identifying issues, analyzing data, and generating creative solutions.
- The capacity to adjust to changing circumstances and thrive in dynamic environments.
- Inspiring and guiding others to achieve goals, fostering collaboration, and making sound decisions.
- Working well with others, contributing to group efforts, and supporting colleagues.
- Efficiently organizing tasks, setting priorities, and meeting deadlines.

Declaration

I hereby declare that the above written particulars are true and correct to the best of my knowledge and belief.

SURUMI.H