



# SHAYISTA SIDHI

Administration | Operations | Human Resource



+971 503002834



shayistasidhi@gmail.com



Al Falah Street, Abu Dhabi



@shayistasidhi

## EDUCATION

### MBA (Hospitality Management)

Jaipur National University  
2019

### B.COM (Computer Application)

University of Calicut  
2016

## SKILLS

### PROFESSIONAL

#### BUSINESS MANAGEMENT

Human Resource  
Operational Management  
Business Development

#### FINANCIAL MANAGEMENT

Accounts Management  
Inventory Management  
Tax Management  
Payroll Management

### TECHNICAL

#### ERP MANAGEMENT

Tally ERP 9.0  
SAP Business One  
MS Excel  
Peachtree/ Sage 50  
ZOHO

#### PROJECT MANAGEMENT

Microsoft Project 2016  
Visio, MS Office 2016/2019

#### CRM

HubSpot CRM  
ZOHO CRM

#### DATABASE

MS SQL Server  
MS Access

#### PROGRAMMING

Java  
HTML

## PROFILE

Self-motivated, action-oriented and result-focused professional experienced in human resource and operations, with a sound understanding and exposure of office administration and; utilizes organizational, management and planning skills to deliver assignments within set time frames and to high quality standards. A strong communicator with excellent interpersonal skills.

## WORK EXPERIENCE

### MULTI PRODUCT ADVISOR

Mashreq Bank (Channel Partner), Abu Dhabi, UAE | February 2023– Present

- Consistently achieved outstanding sales performance, resulting in being recognized as the best performer three times during my tenure.
- Cultivated strong, trust-based relationships with clients, understanding their individual financial goals and objectives.
- Proactively identified cross-selling and upselling opportunities by analyzing client profiles and understanding their financial requirements.
- Conducted comprehensive financial analyses for clients, evaluating their financial health and recommending appropriate products to achieve their short-term and long-term goals.
- Ensured strict adherence to banking regulations, internal policies, and compliance procedures to maintain the highest standards of ethical conduct and customer confidentiality.
- Kept up-to-date with industry trends, market developments, and changes in financial regulations to provide clients with accurate and relevant information.

### OPERATIONS ADMINISTRATOR

Magnum Migration Services, Abu Dhabi, UAE | June 2021 – January 2023

- Interview potential candidates and walk them through applications face to face and to determine the eligibility.
- Supervise the completion of all relevant immigration documents and ensure that they are received within the time limit set by the respective governments.
- Collaborated with corporate leadership, and marketing teams to develop new strategies that raised sales \$300K in 1 year.
- Perform market research on competitive landscape and industry trends.
- Reviewing and revamping immigration-related content and documentation, facilitating immigration-related training and communication & presenting updates on immigration operations.
- Managed client communication throughout the immigration process, ensuring satisfaction and timely updates.
- Paid meticulous attention to details when documenting client interactions, ensuring accuracy and reliability in information.



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## PERSONAL

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### DATE OF BIRTH

26-07-1995

### NATIONALITY

Indian

### MARITAL STATUS

Married

### VISA STATUS

UAE Residence

## LANGUAGES

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English - Fluent

Hindi - Fluent

Malayalam - Native

Tamil - Fluent

## OPERATIONS | HR ASSISTANT

### SPLIFT Global, Dubai, UAE | March 2019 - June 2021

- Responsible for full life-cycle recruiting and hiring for sales, IT, and creative services positions.
- Facilitate travel arrangements for supervisor and managers.
- Executed processing of vendor contracts and implemented a standardized process, reducing contract discrepancies.
- Created training and development program for new employees.
- Maintained flexible daily routine to accommodate shifting priorities of staffs.
- Identified prospective customers using lead generating methods, and managed a portfolio of 30 accounts while consistently reaching sales goals and targets.
- Prepares projected monthly statements for various departments; the statements include cash flow statement, cash disbursement statement, and income statement.
- Facilitated communications from client directly to distributors, which significantly reduced unnecessary overhead expenses for both parties
- Compiled all salary analysis and recommendations to hiring managers.
- Frequently commended in employee satisfaction surveys for being responsive, positive and collaborative in the interviewing and hiring process.

## JUNIOR ACCOUNTANT

### Stepping Stone Consultancy, Cochin, India | July 2016 - July 2017

- Accounting activities up to finalization of accounts.
- Preparation of Credit Note, Debit Note, Stock, Post Dated Cheque (PDC) etc.
- Maintenance of various accounting registers for Purchases and Sales.
- Researched & selected marketing items for upcoming sales year.
- Developed new business forms to improve production and management of products for the company.
- Interacted with the clients and the management to understand their requirement.

## PROFESSIONAL DEVELOPMENT

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Post Graduate Diploma in Foreign & Indian Accounting

International Professional Accountants, India

International English Language Testing System (ILETS)

British Council  
London, United Kingdom