



VIDHYA VALLYVALAPPI L

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Support day-to-day program operations with expertise in records management and resource coordination.

Demonstrated success in building long-lasting relationships. Diligent skilled at listening to customers, exceeding productivity targets and maintaining current knowledge of company offerings. Solves problems quickly to retain customers and delivers high level of service in every interaction.

CONTACT

📍 SHARJAH, UAE

📞 0588225213

✉️ vidyavsh@gmail.com

SKILLS

- MS Office
- Customer Service and Client need assessment
- Time Management
- Teamwork and Collaboration
- Flexible and Adaptable
- Written and Verbal communication
- Critical Thinking
- Dependable and responsible

CERTIFICATIONS

- SAP - FICO (A1) & B1
- TALLY ERP9
- PEACHTREE
- QUICKBOOKS

LANGUAGES

English: C1

Advanced

Malayalam: C2

Proficient

Hindi: B1

Intermediate

EXPERIENCE

Service Officer

AL FARDAN EXCHANGE LLC - SHARJAH

- 03/2022 - Current
- Maintained accurate records and full compliance with government regulations and agency guidelines.
 - Initiated contact with appropriate service providers to request referrals and followed up to confirm appointments.
 - Coordinated solutions for high volume of customer inquiries per day while meeting and exceeding performance quotas.
 - Promoted company brand and unique offerings through personalized customer service.
 - Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
 - Counted cash drawers and deposits, checked supplies and completed any other required opening or closing task to facilitate smooth team operations.
 - Processing all counter transactions accurately and with zero errors as well as delivering the best service to the customers as per standard service and cross-sell products.
 - Handled large quantities of cash and foreign currencies safely and responsibly through balancing.

Senior Accountant

RIGHT WAY FOODSTUFF TRADING COMPANY - DUBAI

- 01/2021 - 01/2022
- Handling monthly journal entries, accounts and various ledgers and Managing monthly sales and marketing expenses.
 - Preparation of balance sheets and also of final accounts – computerization of accounts of almost all types of business organization using Tally9.0, peach tree, quick book, Excel,

SAP-Fico & B1

- Preparation of various accounting reports like Ratio analysis, Income & Expenditure statements, Bank Reconciliation statement etc.

VISA STATUS

HUSBAND'S VISA

Accountant cum Documentation

QUADDREAM TRADING LLC - DUBAI

- 01/2017 - 01/2018
- Accurately performed daily cash functions, including A/P and A/R tracking, budgeting, payroll transactions, expense management and various reconciliations.
 - Managed payroll functions of employees and Administered online banking functions.
 - Performed general office duties and administrative tasks and Managed the internal and external mail functions also provided telephone support.

Teller

UAE EXCHANGE & FINANACIAL SERVICE LTD. - INDIA

- 08/2014 - 09/2016
- Reconciled cash and cheques against computer records at end of the day. Carried out day-to-day duties accurately and efficiently.
 - Learned about customer's financial needs, established trust and optimized sales opportunities resulting in quality customer service.
 - Answered customer enquires regarding account balances, transaction history, service charges and interest rates. Also maintained friendly and professional customer interactions. recognized needs and referred to appropriate representative or line of business for cross-sell or service opportunities. And Executed wire transfers, stop payments and accounts transfer.

EDUCATION

2014

Master of Business Administration FINANCE & H R
M G UNIVERSITY - Kerala, India

2011

Bachelor of Business Administration ADMINISTRATION
& MANAGEMENT
KANNUR UNIVERSITY - Kerala, India