



SHARON MATHEW K M

CAREER OBJECTIVE

To secure a position in an organisation that would fully employ my personal, my excellent communication, public relations, problem-solving and leadership skills combined with knowledge of financial and accounting make me a highly valuable employee and team leader, moves across all level of management and especially towards financial institutions

WORK EXPERIENCE

Bank:

ESAF Small Finance Bank, India

Designation: Senior Branch Operations Officer

Duration: 03-05 -2019 to 31-08-2023 (4 years, 3 months)

Company:

Godwit Brigade L.L.P, India

Designation: Accounts Assistance

Duration: 10 Sept 2023 to Feb 2023

Job Description: Book keeping, accounting and VAT filing for UAE

PERSONAL DETAILS

📍 Al Quoz, Dubai, UAE

DOB: 08/11/1994

Gender: Male

Nationality: Indian

Marital Status: Unmarried

STRENGTHS

- Managed customer complaints
- Retail Banking
- Team work
- Punctuality
- Smart appearance
- **Cashier & Operation work**

TECHNICAL SKILLS

- MS Office
- Advanced MS Excel
- Tally
- Zoho
- Advance Clerical Knowledge
- Rapid data entry

LANGUAGES

- English
- Malayalam
- Hindi
- Tamil

EDUCATIONAL QUALIFICATION

- M Com in Finance –Sangi International University (2022)
- B.com – Kannur University(2017)

PROFESSIONAL EXPERIENCE

- Greeted all customers upon arrival, directing them to fast and excellent based on their needs and preferences.
- Identify and verify customer information and transactions in accordance with AML compliance regulations
- Helped customers use the telephone calls facility by providing information about Bank FD rates and services offered by the company
- Investigated and resolved customer inquiries and complaints quickly
- Achieve individual and branch sales goals through new business sales, referrals and retention of account relationship with identified and seize new potential customers
- Quarterly audit, replenishment and operations of Vault and ATMs
- Understanding customer concerns in the branch, and cross sell new products and services introduced by the company
- Attract and retain best-in-class talent for key roles in their reporting structure.
- Keeping of deliverables, various registers and cash counter, drawers, table and workplace orderly with neat and clean.
- Banking Operations handled such as Cash managements, Customer Service, NEFT, RTGS,rectification of Complaints, Scrutiny of loans ,Cheque clearance etc.
- Client acquisition –training staff-public relations and monitoring

INTERNSHIPS

- Internship at Godwit Brigade L.L.P. Calicut, India

CERTIFICATES

- Banking Financial Services and Insurance Certificate (BFSI)
- Tally Essential Comprehensive
- Certificate in Advanced MS Excel

ACADEMIC PROJECT

- A study on receivables management in RUBCO HUNT WOODS PVT .LTD India, (2017).
- A study on the comparison between customer expectation and services provided by bank, Thrissur India (2020).

REFERENCES

Mr Jibin VK

Profession: Branch Manager

Mob: +91 9895813321

Email: Jibi.vk@gmail.com

Mr Jithin Jose

Profession: Chartered Accountant

Dubai, UAE

Mob: +971 545012026

Email: jithinjose@live.in

DECLARATION

I hereby declare that all the above details are true to the best of my knowledge and belief.

Regards,

Sharon Mathew KM

Sd/-