



## SHAHEENA HAMZA

**Mobile:** +91 9526503515

**E-Mail:** shaheenahamza@gmail.com

**To Succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal as well as organizational goals.**

### SNAPSHOT - EMPLOYMENT

Organization	Designation	Period
Aster Med city	Sr. Executive	3/2/2014 to 29/8/2017
Emirates National Bank Of Dubai(Emirates NBD)	Team Processor	27/01/2012 to 29/12/2012
Northgate Arinso, Info Park- Cochin, Kerala.	Associate	18/10/2010 to 7/4/2011
Outsource Partners International, Info Park- Cochin Kerala.	US Tax Associate (KPMG Q Canter India)	1/10/2008 to 1/04/2010

### THE INDUSTRY SKILLS

#### Leadership Skills

- Working Collaboratively with Team Members, Internal Staffs & seeking valuable inputs from Senior Managers.
- Accept responsibility and a level of accountability that is proportionate to the seniority of the position.
- Proven management abilities with strong communication, and interpersonal skills.
- A proactive leader who approaches critical problems in organisation related to work with a strong leadership skill; a passion to explore the issues.
- Ability to provide direction and leadership; planning, coordinating with team to implementation of smooth work in the Organisation.

### EMPLOYMENT PROFILE

#### **Aster Med city:-**

Aster Med city is a quaternary care healthcare centre in the south Indian city of Kochi and one of the largest in the state of Kerala. It is owned and managed by Aster DM Healthcare, a healthcare conglomerate founded by Azad Moopen

#### Duties & Responsibilities:

- Manage a team of support staff (Executive Assistants/ Patient Service Associates, Ward Clerks, and others as necessary) to deliver timely, appropriate and excellent services to our customers.

- Review key processes to improve overall key performance indicators/ outcomes in the areas of total customer experience, operational efficiency and optimal resources utilisation.
- Track, monitor and make recommendations to achieve excellent customer satisfaction
- Work together with other departmental staffs and doctors to manage the daily operations of the assigned.
- Initiate, identify, expand and maintain a smooth inflow/outflow of all OPD activities with the concerned other disciplines like Lab Services, Radiology Services etc
- Supervise all the activities of the Neuro IP.

### **Emirates National Bank of Dubai:-**

**Emirates NBD** is a leading retail banking franchise in UAE offering personal, private, corporate, business and other banking services and processes the Auto Loan, Personal Loan, Overdraft, applications sourced by Emirates NBD direct sales force and branches for post approval activities.

#### **Brief description of work:-**

- To verify the customer's details by calling the customer and his employer for both Auto & Personal Loans.
- Unit to receive the documents for re-submission and provide the same to processing team.
- Unit to issue the LPO after successful completion of CPV for Auto Loans and to forward the application to RDU after successful of CPV for Personal loan.
- For Auto loan Helpdesk, receive the application by right fax, email and forward for processing and for Personal loan Helpdesk, receive application by courier, Bank net and forwarded for processing
- CPV for Both Auto and Personal loans, verification for customer loan details and employment details through telephone or Emails or field visits, where applicable.
- After completion of CPV for Auto loans, letter purchase order to be issued and for personal loan, application to be forward to Retail distribution unit

### **NORTHGATE ARINSO:-**

**Northgate Arinso** is a leading global Human Resources (HR) services provider offering innovative HR business solutions through HR Technology, HR Outsourcing (HRO/HR BPO), and HR Consulting with its India operations in Cochin (Info park), Mumbai and Hyderabad

#### **Brief description of work:-**

- Processing and assigning courses for employees of our client in US
- Tier 2 support involving semi/blended voice support to course (item) managers in the client company
- Training associates/ new recruits, assigning work, monitoring the work flow for efficiency and quality

### **OUTSOURCE PARTNERS INTERNATIONAL:-**

KPMG's clients are mainly the reputed corporate and partnerships in US. The tasks of preparation of returns for each corporate or partnership is assigned to the Q Center as different projects by KPMG. The assignments are completed as a team effort and this helped me to acquire experience working as a team to accomplish the project requirement. The frequent interaction with the clients and other top level officers helped me to gain a high exposure to US Taxation. In this tenure of almost one and half year with KPMG, I have gained good experience in preparing the Tax Forms like 1120, 1065, 5471 and State returns, Also experienced in FAS software which is used for calculating depreciation.

#### **Brief description of work:-**

- Preparation and review of Federal and state returns for a number of clients of KPMG in United States.
- As a Tax Associate, My task is to verify and analyze the income statements and balance sheets and other related information provided by the client for the preparation and review of tax returns.
- The duties include the preparation of Complex consolidated returns and the review of Federal & State returns with the assurance of quality, timeliness and cost effectiveness for different US entities.

## TRAININGS /PROJECTS/ SEMINARS ATTENDED

---

- **An Analytical Study on Inland Container Depot** with special reference to Irugur ICD, Coimbatore
- **An Analytical Study on Multimodal Transport in India.**
- **Financial Performance of Co-operative bank**
- **Loan Policy of Indian bank**
- **Documentation** at CARGOMAR Pvt Ltd, Cochin

## EDUCATIONAL QUALIFICATIONS

---

- **Master of International Business** from RVS College of Arts & Science Bharathiar University, Tamil Nadu - in 2008.
- **Bachelor of Business Administration** from Calicut University, Kerala in 2006.

## IT SKILLS

---

- Operating System: Windows
- Others: MS office, Power Point, PEOPLESOFT, COGNOS, FAS

## PERSONAL DETAILS

---

Date of Birth	03 <sup>rd</sup> August 1985.
Gender	Female
Nationality	Indian
Marital Status	Married
Passport No	F 9177300
Driving License	Valid Indian License Holder.
Languages Known	English, Hindi, Tamil and Malayalam.

## REFERENCE

---

Dr. Dilip Paniker  
Lead Consultant,  
Neuro Surgeon  
Aster Med City  
Cochin – Kerala  
Mob: +91 9645094631  
Email: [panikar@asterhospital.com](mailto:panikar@asterhospital.com)

## DECLARATION

---

I hereby declare that all the information given by me is true to the best of my knowledge, and if given a chance, will put my sincere efforts to achieve the company goals with 100% discipline.

Thanking You,  
**Shaheena Hamza**