

Amrutha Mukhila

Mobile: +91 7994394190

Email: amruthamukhila@gmail.com

Linkedin: www.linkedin.com/in/amruthamukhila



PROFESSIONAL OVERVIEW

EMPLOYMENT SCAN

<u>Tenure</u>	<u>Company</u>	<u>Designation</u>
Nov'16 till march'18	IITM	Educational Counsellor/Administrator
June'16 till Nov'16	UAEXCHANGE	Junior Associate Compliance Officer

OCCUPATIONAL CONTOUR

IITM (November 2016 till March 2018)

Educational Counsellor/Administrator

Worked as an Educational counselor as well as Administrator in Indira Institute Of Technology And Management, cochin. Responsible for providing educational guidance and assistance for students by planning schedules, recommending courses and determining appropriate education solutions for different types of students. Must also follow through and track the advancement of students. As an Administrator provides office and administrative support to either a team or individual. Duties may include fielding telephone calls, receiving and directing visitors, word processing, creating spreadsheets and presentations, and filing. Additionally, responsible for specific projects and tasks, as well as overseeing the work of junior staff.

Overview Of The Job Profile:

- Accurately filling in Administrative Records & relevant paper works.
- A confident & clear telephone manner.
- Superb Excel & micro soft office skills.
- Ability to create & manage time lines.
- Organizing office events, Dealing directly with customer 's inquiries and complaints.
- Establishing and monitoring standards for customer service in the company using a recognized benchmark.
- Identifying critical tasks in order to maintain customer's satisfaction levels.
- Taking responsibility for training new team members. Motivating my Team members to continue delivering quality services, particularly when they are working in stressful conditions dealing with customer complaints.
- Analysing records of customer's inquiries, service requests and complaints to identify trends.
- Counselling students about the Courses and clarify students doubts.
- Reviewing options such as increasing staffing levels, providing training in call handling or investing in technology to automate aspects of call handling.
- Answering telephone calls and making the appropriate transfers.

UAEXCHANGE, Cochin (June-November 2016)

Junior Associate Compliance officer

Worked as a Junior Associate in the field of AML Compliance (KYC) Uaexchange .

Overview Of The Job Profile:

- Transaction monitoring and Reporting
- Document verification

International/ Other Experience

Przesytownia polski courier pvt ltd, Przymorze,chlopska ,Gdanak Poland (2018-2019)

Documentation and filing

- Developed negotiation skills through build relationship with foreign people.
 - Ability to cope with stress and unexpected events
 - Understanding and appreciation of other perspectives
 - Independent /self reliance
 - Communicate with local people despite barriers
 - Extensive international travel background, comfortable working with and in different culture
 - Adaptability
 - Time Management skills.
- **Teach English in a Homestay tutor:** Designed and taught personalized English lessons to children aged between 12 and 16 ,for 15 hours a week.
- Lived with polish and Russian family, cooked traditional polish dishes and gained a deeper sense of **cross-cultural communication and European values.**

ACADEMIC PROJECTS/INTERNSHIPS

➤ **LULU**

- A two-month project was conducted at LULU hypermarket as a part of MBA curriculum.
- The study is based on the consumer purchasing behaviour
- The study is conducted with the reference of VALS study

➤ **COCHIN PORT TRUST, Ernakulam**

- Undergone internship at COCHIN PORT TRUST, Ernakulam for two months as a part of MBA curriculum.
- The study is about the EMPLOYEE WELFARE AMENITIES at COCHIN PORT TRUST, Ernakulam.
- This internship programme also gave me an opportunity to interact with the HR department and also use theories into practice

➤ **UNION BANK OF INDIA, Edappally.**

- A project was conducted at UNION BANK OF INDIA, Edappally as a part of the B COM program.
- The study is based on the topic Customer Relationship Management.

➤ **Presented a paper for national seminar on Crisis Management and Business Continuity Planning** conducted CUSAT on February 2016.

- Attended HR seminar conducted by SMS, CUSAT as a part of Golden Jubilee Celebration

ACADEMICS

- University of Business and Administration, Poland, International Business Management 2018-2019
- Graduated MBA from CUSAT,Cochin aggregated with First class in the year of 2016.
- Graduated BACHELOR OF COMMERCE from MAHARAJAS COLLEGE, Ernakulam
- aggregated with First class in the year of 2013.
- Passed Higher secondary Education from ST ANTONY'S HSS in the year of 2010.
- Passed Secondary School Leaving Certificate ST ANTONY'S HSS in the year in the year of 2008.

Technical and Non-Technical Skills

- Well versed with MS Packages, tally and peachtree
- People Management, Good Analytical skills, An Eye for detail, Problem solving, Time Management, Public Speaking, Presentation.

Awards and Achievements

- First prize in classical dance MG university youth festival
- Prize winner in Bharathanatyam and folk in School youth festival
- Active NSS volunteer in UG and PG level
- Co-ordination of TALENTIME, CUSAT

PERSONAL DETAILS

Date of Birth : 08thMay, 1992

Passport Number : N7035318

Languages : English
Malayalam, Tamil
Hindi, Polish

Nationality : Indian

I hereby ensure that I will be the best at the services entrusted on me. Expecting a positive response from you.

Amrutha Mukhila