

THANISHA I T

MBA in Financial Management
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CAREER OBJECTIVE

A self-motivated MBA professional with excellent communication and problem-solving skills incorporated with capabilities and accuracy to satisfy the client with an elegant and positive experience. Also, to work in an excellent manner that provides complete satisfaction for the organization.

COMPETENCIES

- Ability to create strong peer relationships.
- More than five years of progressive experience in handling customers.
- Excellent knowledge in handling accounts, banking and other financial areas.
- Strong analytical and problem solving skills.
- Excellent presentation and explanation skills.
- Experienced in solving customer complaints for better service.
- Managing several departments with supervision.
- Proficient in both oral and written communication skills.
- Effective organizational and time management skills.
- Multi-tasking with ability to work under pressure.
- Responsible, Patient and enthusiastic with excellent administrative skills.

PROFESSIONAL EXPERIENCE

Company: HDFC - Housing Development Finance Corporation

- Duration:** August 2016 to October 2021 (5 Years)
- Role:** Operations Executive
- Responsibilities:**
 - Coordination with branch Heads ,Employees for Clients Related Queries.
 - Overall monitoring of all payment modes used to repay loans.
 - Day to day coordination between 32 service centers situated across Kerala.
 - Research and respond to customer queries via phone, mails and direct correspondence.
 - Managed and supervised core activities to ensure all paperworks was processed efficiently.
 - Promoted a positive and professional work environment.
 - Perform various team building, monitoring and support activities.
 - Analyze client needs and ensure that clients were completely satisfied through effective communication.
 - Assist the Lead Auditor in planning and managing audit mandates, including documentation of work performed, and management of costs.
 - Verification and validation of KYC documents and carry out activities every monthly account closure.
 - Establish and maintain relationships with individual and business customers to provide assistance with problems these customers may encounter.

Company: Grace Group - CCTV Wholesale Distributor

- Duration:** January 2018 to December 2018 (Part Time)
- Role:** Accounts Manager
- Responsibilities:**
 - Accounts handling using Tally.
 - GST bill checking and filing.
 - Barcode creation and batch separations.
 - Monthly accounts audit.

EDUCATIONAL SUMMARY

Course	Board /School/ University	Year of Passing	Percentage
MBA in Financial Management	Anna Malai University	May 2019	75%
Bachelor of Business Administration	Mahatma Gandhi University (Marian College, Kuttikkanam)	March 2016	85%
Higher Secondary	St. Philomina's HSS, Upputhara	March 2013	90 %
SSLC	St. Joseph's HS, Chinnar	March 2011	91%

PROJECTS AND INTERNSHIPS

- **The New India Assurance – Project on Insurance (March 2013)**
Monitoring and working on all insurance products like Motor, Health, Travel and Rural insurances of the company.
- **Eastern Treads Ltd – Project on Financial Statement Analysis (Dec 2016)**
Reviewing the cash flow of each financial year and reporting the findings. Also, preparing reports that show the financial position of the company.

PERSONAL PROFILE

Name: THANISHA I T
Mobile: +91 9207295268
Email: thanishaafzal@gmail.com
Date of Birth: 06/11/1995
Nationality: Indian
Marital Status: Married
Present Address: W/O Afzal Haneefa, Kairali Nagar, Konthuruthy, Thevara, Kochi

SELF DECLARATION

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

THANISHA I T