



# SAI ADITYA

EXECUTIVE OFFICER

## CAREER OBJECTIVE

Dynamic professional with an MBA and a strong background in Company Secretarial roles, Customer Service, and Backoffice Operations. Seeking a position to apply expertise in document management, regulatory compliance, and customer support. Proven track record in procedural optimization and collaborative problem-solving. Eager to contribute to an organization's growth through financial analysis and secretarial functions.



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Near Choice Paradise  
Refinery Road, Tripunithura,  
Kochi, Kerala - 682301

## CERTIFICATES

- GST + Tally

## SKILLS

- Financial Modeling and Reporting
- Data Mining and Analysis
- Financial Accounting
- Business Valuation
- MS Office and Excel Proficiency
- Observation and Analytical Insight
- Decision-Making Acumen
- Effective Communication
- Multi-tasking Capability

## LANGUAGE

- English
- Malayalam
- Hindi

## EXPERIENCE

### Backoffice Assistant

Feb 2023 - Present

#### Annifrid Overseas Education Private Limited

- **File Management Proficiency:** Demonstrate expertise in efficiently handling document uploads on designated portals for organized record-keeping.
- **Precision in Documentation:** Ensure meticulous documentation of overseas education files, prioritizing accuracy and completeness in information.
- **Portal Navigation Skills:** Adeptly navigate relevant portals, guaranteeing secure and well-organized uploads of files.
- **Data Integrity Maintenance:** Uphold data integrity by regularly verifying and updating information within files to ensure accuracy.
- **Operational Efficiency Support:** Provide essential back-office support to enhance the overall operational efficiency of Annifrid Overseas Education.
- **Procedural Optimization:** Document and refine procedures, optimizing file management processes for increased efficiency and effectiveness.

### Customer Service Associate

Sept 2021 - Jan 2023

#### Sutherland Global Services Private Limited, Kochi, Kerala.

- **Responsive Customer Support:** Deliver exceptional support through phone, email, and in-person channels.
- **Efficient Issue Resolution:** Promptly address inquiries and resolve issues with accuracy and effectiveness.
- **Product Knowledge:** Demonstrate expertise in products/services to meet and exceed customer expectations.
- **Proactive Problem-Solving:** Proactively identify and troubleshoot issues, ensuring swift resolution.
- **Customer Relationship Management:** Build and maintain positive customer relationships by embodying professionalism and empathy.
- **Collaborative Resolution:** Collaborate with cross-functional teams to escalate and resolve complex customer issues seamlessly.

### Secretarial Executive

Oct 2019 - July 2021

#### Spice Route Business Solutions Private Limited, Bangalore, Karnataka.

- **Data Analysis:** Employ advanced techniques for insightful data analysis.
- **Board Meeting Coordination:** Efficiently organize and coordinate board meetings, managing logistics and communication.
- **Regulatory Document Management:** Oversee the preparation, review, and submission of regulatory documents in compliance with standards.

## EDUCATION

### Company Secretary (CS) - Executive

Pursuing

The Institute of Company Secretaries of India - Kochi Chapter, Kerala.

### Master of Business Administration (MBA) International

2019 - 2021

#### Finance

ICFAI - Tripura, India.

### Bachelors in Commerce (BCOM)

2015-2018

#### Finance and Taxation

Bhavans College of Arts and Commerce, Kochi, Kerala.

## REFERENCES

### Mr Diljith Maman

Company Secretary  
Spice Route Business Solutions Private  
Limited, Bangalore, Karnataka.  
Phone: +91 9447786528

### Mr Arjun S

Manager  
Sutherland Global Services Private  
Limited, Kochi, Kerala.  
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