



Soja C S

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OBJECTIVE

To utilize my technical skills and provide a professional service to customers by applying and honing my knowledge and working in a challenging and motivating working environment.

EXPERIENCE

October
2021 -
January
2023

- **Branch Manager**
Manappuram Finance Ltd
 - Manage employees and lead day-to-day responsibilities.
 - Recruit and interview new employees.
 - Assist with customer service to ensure overall customer satisfaction.
 - Oversee reports for budgets and financial reports.
 - Create plans and forecasts that are built to fit future needs.
 - Work to grow business and customer acquisition.
 - Meeting monthly and day to day targets.

Decemeber
2020 -
October
2021

- **Assistant Branch Head**
Manappuram Finance Ltd
 - Assists manager in efforts to reach profit, performance, and customer service goals.
 - Oversees branch services, especially customer service, to ensure excellence contacts or assists customers and prospective customers.
 - Coordinates communication with branch staff.
 - Oversees and assists with the preparation of all branch reports for approval by manager.
 - Attends and participates in periodic staff meetings.
 - Manages branch operations when manager is absent.
 - Performs other related duties as assigned.

August
2019 -
December
2020
June
2017 -
November
2018

- **Junior assistant**
Manappuram Finance Ltd
- **Assistant Accountant**
Subhash and co
 - Use computer software to manage reports and track financial data
 - Verify or reconcile bank transactions.
 - Create and manage a systematic filing system

- Ensuring payments, amounts and records are correct.
- Invoice processing and filing.
- Working with sales and purchase ledgers and journals.
- Preparing purchasing purchase order and verifying quotation received
- Cash management

EDUCATION

- 2014-2017 • **B.com(Finance)**
Sree Narayana Guru College of Advanced Studies Nattika
- 2021 • **MBA(HR)**
Pondichery University
- 2018 • **Diploma in Indian and Foreign accounting**
G-Tech education Institute India

SKILLS

Communication



Empathy



Complaint handling



Standards of accounting



Accuracy



Problem-solving



Customer service



Accounting



Proficiency with accounting software



PROJECTS

- **Impact of Motivation on job satisfaction-2021**
A detailed study on how motivation impacts on job satisfaction at Manapuram finance ltd
- **Impact of advertisement on buying behaviour-2017**
A detailed study on how advertisement impact customers on their buying behaviour

LANGUAGES

- English
- Malayalam
- Tamil

PERSONAL DETAILS

- Date of Birth : 30/04/1997
- Marital Status : Married
- Nationality : India

REFERENCE

- Can be provided upon request -