



## ASWATHY KRISHNA P.K

Cashier /Teller/Admin Assistant/Sales coordinator/Front Office Executive/CR Executive

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Visa : Visit visa

Notice : Immediately available to Join

### OBJECTIVE

To be an integral part of an organization by utilizing the prowess, skill and expertise gained through years of hard work and sheer determination. Always upholds Honesty and Integrity, promoting work ethics in attaining desirable standards of quality performance and by lending my skills at any deserved position based on my profile.

### SKILLS

Confidentiality | Strong Organizational Skills | Customer Relations | Customer Service | Documentation | Administration Management | Team management skill | Communication skill | Flexibility and willingness to learn.

### PROFESSIONAL EXPERIENCE

**MANAPPURAM FINANCE LTD. OLARIKKARA BRANCH, THRISSUR, KERALA INDIA (2021 to 2023)**  
(Non-Banking Financial Company)

#### BRANCH MANAGER

- Being a responsible Branch Manager I have directed all operational aspects including distribution, customer service, administration and sales in accordance with the Institution's objectives
- Perform administrative task such as scheduling appointments, preparing reports and ordering office supplies.
- Manage client orders and delivers, ensuring that all orders are fulfilled accurately and on time.
- Handle customer complaints and feedback, working to resolve issues and improve customers satisfaction.
- Receive cash from customers, issue receipts/bills against their purchase.
- Reconcile cash/credits receipts with sale figures and prepare daily cash summary report and submit to manager.
- Monitor the use of petty cash, authorize payments for only approved items or emergency purchases and submit accounts periodically to the manager.
- Filing and maintaining supplier records, checking and verifying invoices.

**MANAPPURAM FINANCE LTD. - M.G ROAD BRANCH, THRISSUR, KERALA INDIA**  
(Non-Banking Financial Company)

**(2019 to 2021)**

### **ASSISTANT BRANCH HEAD**

- Accurately maintained records of each transaction and ensured all documentation and paperwork was in place and within compliance
- Organize, store and print company documents as needed
- Submit expense reports
- Appraising Gold Loans and request approval for pledge confirmation
- Keep employee records both physical and digital
- Coordinate approval of all vendor payments
- Improve vendor invoicing coordination by implementing scanning procedures
- Carried out all transactions on cash register, including cash card payments, and refunds
- Inward remittance from all countries through all major Money Transfer Agencies
- Dealing the grievances from the customers and redressing
- Approve gold loan and other transactions of customer
- Maintaining a filing system for data on customers and external partners

**MANAPPURAM FINANCE LIMITED - ERAVU -THRISSUR KERALA, INDIA**  
(Non-Banking Financial Company)

**(2018 to 2019)**

### **JUNIOR ASSISTANT**

- Deliver an exceptional customer experience through strong communication and reliable followthrough
- Distribute incoming and outgoing mails
- Prepare regular reports and presentations
- Carry out branch transactions smoothly and in a timely manner
- Provides a positive customer experience with fair, friendly, and courteous service
- Manage cash transactions at the counter and ensure delivery of quality service to customer while adhering to operational control

**VI TELECOM SERVICE - THRISSUR KERALA, INDIA**

**(2017 to 2018)**

### **SHOWROOM CUSTOMER CARE EXECUTIVE**

- Handling customer concerns and complaints in a timely manner.
- Informing customers of upcoming promotions or deals.
- Establishing a positive rapport with all clients and customers in person or via phone.
- Forming reports based on customer satisfaction statistics and helping their team to develop new skills

## EDUCATION

**Bachelor of Commerce** – University of Calicut. India **2014–2017**

**Certification-** MS Office

## PERSONAL DETAILS

Date of Birth	- 05 May 1997
Gender	- Female
Marital Status	- Married
Languages	- English, Malayalam, Hindi, Tamil
Nationality	- Indian
Passport No	- Y7583417