

NISMA NASSAR

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PROFESSIONAL EXPERIENCE

- | | | |
|--|-------------|-------------|
| • Operations Specialist (C04/C05 Demat Ops/ India Legacy Ops)
Citi Bank, Chennai, India | 2020
Apr | 2023
Dec |
| • Customer Service Officer (Asst. Mgr.)
Axis Bank, Coimbatore, India | 2018
Feb | 2020
Mar |

EDUCATION

- | | | |
|--|------|-----|
| • Master of Business Administration (Finance/Marketing)
MG University / Albertian Institute of Management, Kochi, India | 2016 | 62% |
| • B. Com (Computer Application)
University of Kerala / University Institute of Technology, Alp, India | 2014 | 69% |
| • HSC
Lajmathul Muhammadiya HSS, Alp / State Board, Kerala, India | 2011 | 68% |
| • SSLC
Govt. Model HSS, Ambalapuzha / State Board, Kerala, India | 2009 | 71% |

PROJECT WORKS

- | | | |
|--|------|------------|
| • Chennai Petroleum Corporation Ltd.
A study to analyse the Working Capital Management of CPCL. | 2 mo | Chn, Ind |
| • Bajaj-Allianz Life Insurance Co. Ltd.
Organizational Study An in-depth study into the functioning of the various departments and the organizational hierarchy of the company and to identify and evaluate the company's policies and perform a SWOT analysis. | 1 mo | Kochi, Ind |

INDUSTRIAL TRAINING

- | | | |
|---|--------|------------|
| • Persona Enhancement Workshop
AIM, Kochi / Vertical Eye, Nilgiris / November 2015 | 1 week | Kochi, Ind |
| • Placement Training Program
AIM, Kochi / Mr. Raj Barai / August 2014 | 1 week | Kochi, Ind |

CERTIFICATIONS

- | | |
|--|------|
| • PG Diploma in Banking Management
Timespro, Kochi, India | 2017 |
|--|------|

COMPUTER SKILLS

- | | |
|-----------------------------|----------------|
| • MS Office | • G-Suite |
| • Windows Operating Systems | • Social Media |

ACHIEVEMENTS

- Project Myrtle | Citibank
Recognized and awarded for the excellency and contribution towards the divestiture process of Citibank India
- Golden Award | Citibank
Recipient of Golden Award for three consecutive years, in recognition of exemplary performance in completing NSDL audits with zero error
- Champions
Nov 2015 / Vertical Eye / Persona Enhancement Workshop
Was awarded 'Champions' certificate for displaying exemplary team spirit and helping the team succeed in the persona enhancement workshop held at Albertian Institute of Management, Kochi.
- Assisted in training new staff members on banking procedures and software systems
- Led a team in successfully migrating legacy systems to a new platform, ensuring minimal downtime

SKILLS

- Proficient in preparing reports and MIS using MS Office
- Skilled at analyzing data and designing custom reports
- Strong problem solving abilities to resolve operational issues promptly and effectively
- Exceptional communication skills for clear client and colleague interactions
- Excellent organizational skills for managing multiple tasks efficiently

PERSONAL DETAILS

- | | |
|-------------------|--|
| • D.O.B. | 9th August 1993 |
| • Gender | Female |
| • Visa Status | Visit Visa |
| • Languages Known | English - Fluent
Malayalam - Native
Tamil - Intermediate
Hindi - Intermediate |
| • Nationality | Indian |

DECLARATION

- | | |
|---------|--------------|
| • Date | |
| • Place | Nisma Nassar |