

# JILSHA SHAJU



## CONTACT

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Manjaly (H), Elavoor (P O),  
Ernakulam, Kerala – India  
Pin : 683572

Valid UAE Visa

## SKILLS

Excellent Communication

Recruiting & Staffing

Account Management

Performance Management

Cash Handling

Critical Thinking

Observation Skill

Training & Development

Strategic Planning

Customer Service

Problem Solving

Time Management

## PROFILE

**5 years of experience in accounting functions & HR Management,** Capable Of handling any kind of job in very responsible manner. Seeking to obtain a position that will allow me to utilize my extensive educational background, strong organizational skills, and previous accounting experience. Experience with cash-flow structuring and management, Administration, financial and strategic planning. A self-motivated and dedicated learner with an established and recognized skill set in customer service, administrative skills and written communication.

## WORK EXPERIENCE

**HRM DEPARTMENT** | 21/05/2022 – 12/12/2023  
**Manappuram Finance Ltd**  
**Kerala – India**

- Develop and monitor overall HR strategies, systems, tactics and procedures across the organization
- Manage the recruitment and selection process
- Monitor branch staff and customers
- Assess training needs to apply and monitor training programs
- Oversee and manage a performance appraisal system that drives high performance
- Manage cashflow
- Help customers for KYC verification
- Maintain pay plan and benefits program
- Overseeing staff attendance and absence monitoring and maintaining employee employer relation ship
- Administering financial elements such as payroll, compensation and benefits, and pension schemes.
- Report to management and provide decision support through HR metrics
- Ensure legal compliance throughout human resource management

**BRANCH HEAD** | 21/12/2020 – 20/05/2022  
**Manappuram Finance Ltd**  
**Kerala – India**

- Supervise staff in operations such as account management, customer service, financial operations and other bank functions.
- Monitor all balances and deposits to ensure that all money is accounted for and the proper procedures are followed at all times.
- Execute monetary transactions similar to Western Union and MoneyGram.
- Develop and implement policies and procedures to maintain compliance with regulatory financial service standards
- Delivered specialized financial planning to diverse client base by liaising with local organizations and industry experts
- Provided optimal assistance to customers in opening, checking, and closing accounts
- Optimized branch operations by leading continuous improvement initiatives and implementing new processes

## TECHNICAL SKILLS

- ◆ Basic Computer Knowledge
- ◆ MS Office(Word, Excel....)
- ◆ Tally

## PERSONAL INFO

**Nationality** : Indian  
**D O B** : 2/4/1998  
**Gender** : Female  
**Marital Status** : Married  
**PERM Address** :Kandammuri(H)  
Poovathussery(PO)  
Thrissur,  
Kerala – India  
Pin : 680741

## PASSPORT DETAILS

**Passport No** : T3649706  
**Date Of Expiry** : 19/12/2029

## DRIVING LICENSE

- ◆ Valid Indian Driving License

## LANGUAGES KNOWN

- ◆ English
- ◆ Hindi
- ◆ Malayalam
- ◆ Tamil

**ASSISTANT BRANCH HEAD** | 27/11/2019 – 20/12/2020

**Manappuram Finance Ltd**

**Kerala – India**

- Monitoring daily operations, including cashier and teller activities, to ensure adherence to company policies and procedures.
- Collaborate with marketing and sales teams to promote gold loan services and achieve revenue targets.
- Verify gold items and Manage the end-to-end gold loan process
- Achieve the gold loan and deposit targets
- Providing customer service by answering questions about products or services, processing transactions, and resolving complaints.
- Preparing reports on activity within each branch office, including deposits and withdrawals, loan activity, and customer complaints.
- Coordinating with IT personnel to ensure that bank systems are running efficiently and effectively.
- Managing staff members in the branch including hiring, training, motivating, and disciplining employees.
- Complete reports on regular basis related to branch performance.
- Assist manager in all areas of the branch as required.

**CASHIER**

| 20/11/2018 – 26/11/2019

**Manappuram Finance Ltd**

**Kerala – India**

- Receipting of Cheques and Cash payments received daily.
- Balancing of Cash and Cheques with Cashier Reports.
- Serving Customers and Employers queries over the counter and via telephone in relation to Accounts, withdrawals, contributions and other products.
- Printing interim and detail statement upon members request.
- Monitored and verified suspicious activity on customer accounts.
- Received loan and utility payments, sending funds to correct destinations.
- Arranged monies received in cash boxes and coin dispensers according to denomination.
- Performed account maintenance by closing out accounts and changing customer addresses.

## EDUCATION

- **B.Com With Finance (Degree)** | 2015 - 2018

**Calicut University**

Carmel college mala,

Kerala – India

- **+2 (Higher Secondary)** | 2013 - 2015

**Kerala Public Exam**

Kerala – India

- **SSLC (High School)** | 2013

**Kerala Public Exam**

Kerala – India

## DECLARATION

I hereby declare that the above furnished information is true and correct to the best of my knowledge and belief.

**JILSHA SHAJU**