



# NISA SIJU

Experienced and positioned as Administrative Assistant Accountant and Customer Care Executive for a well-known Finance Banking sector in India. Lead and coordinated the group during demonetization of Indian monetary forms and pandemic circumstance on allotting exceptional team members, scheduling client appointments, prioritizing unique requirements and scheduled exceptional obligations for extended period and on open occasions to overcome the situation and minimize the difficulties of clients trust the organization.

## Contact

### Phone

+971545094866

### Email

nisasiju@gmail.com

### Address

Abu Dhabi Mohammed Bin Zayed City

## Education

2003-2006

**B.COM with Taxation and Law Practice**

S.N College Kerala University

### VISA STATUS -OWN

Nationality - Indian

Sex - Female

Date of Birth - 13/05/1986

Passport No - P6559045

Date of Expiry - 17/04/2027

## Expertise

- DATA ENTRY
- Email Management
- CBS
- CRM
- HRMS
- TALLY

## Language

English

Malayalam

Hindi

Tamil

## Experience

2011-2023

**MUTHOOT FINANCE LIMITED, KERALA, INDIA**

**RELATIONSHIP EXECUTIVE**

**KEY RESPONSIBILITIES:-**

Completed the general ledger with payroll entries Conveying financial reports to the team and maintained a pleasant work environment Follow up of new and existing customers through CRM Handled Accounts Receivables and payables Reports like Receipt , Payments ,Bank Reconciliation EOD Gold loan, Insurance, Investments, Mutual Funds, Demat Account Digital banking, Money Transfers, Foreign exchanges ,Air Tickets. Bank and cash transactions. TAX Calculations and made entries in soft ware Well Knowledge in CBS Transactions. Held all Branch activities like Administration, Accounts, Customer care, Cashier Creating Procedures and policies for effective customer services Prepared reports on the above information and communicate the insights of these reports to the manager. Maintain a strong visible and positive presence in the community through involvement in community events and clubs and process loan applications, pursuant to authority, policy and procedure. Supervised branch staff, including coaching ,development and discipline to help meet sales goals, strict adherence to policies and procedures to provide exceptional customer service .Responsible for planning and execution of financial duties, Projects for overall branch operations and ensure the profitability is achieved as per the budgeted plan. Canvassing and sourcing new customers to increase the gold loan growth ,revenue, generations through cross selling products and interest collections. Responsible for planning and Execution of financial duties, projects for overall branch operations and ensure the profitability is achieved as per the budgeted plan. Sound knowledge of regional economies, industries and corporate banking products.

2008-2009

**HOLY INNOCENTS PUBLIC SCHOOL , KERALA, INDIA**

**Accountant Cum Cashier**

□ In consultation with her/his line manager and the Head teacher prepare the school's annual budget Monitor income and expenditure in relation to the school's budget, and produce monthly reports for the Directors, Head teacher and the Finance Committee. Keep all school accounts and prepares income and expenditure reports in accordance with the DFE financial regulations and shall prepare accounts for submission to the school's auditors. Assist in the preparation for the annual audit, liaising with all parties involved. Maintain and oversee all bank accounts including the school's debit card/s, completing monthly reconciliations and Reporting banking errors to her/his line manager. Be responsible for all elements of cash handling including collections and disbursements, banking and security, fundraising and school trips. Be responsible for the completion of the school's payroll, ensuring all forms including timesheets, new starter/ leaver/variation forms and annual returns are submitted within required deadlines. Monitor the payment of salaries by the school's payroll provider, liaising with the provider as required. Be responsible for the placement of orders ensuring they are processed through the school's computerized finance Accounting package. In conjunction with the nominated staff members, scrutinize and attend to the payment of all invoices and statements of account. Carry out and keep analyses of costs and other statistical information.

## core competencies

- Leadership and Team Management
- Wealth Management
- Sales and Negotiation
- Financial And Accounting
- Mathematical and Analytical
- Relationship Management
- Communication and Problem Solving
- Money Transfers
- Foreign Exchange and Currency Transfer
- Product and Market Knowledge
- Accuracy and Efficiency

## Training Attended

- Gold Loan
- Money Transfers
- Forex Transactions
- Air Ticket
- Demat Accounts
- Mutual Fund
- SIP
- Vehicle Insurance
- Ncd
- Wire Money
- Digital Account Opening and Transactions
- CRM
- HRMS
- PRMS
- Health Insurance

## ACHIVEMENTS

- 2017 :-TOP PERFORMER AWARD -MUTUAL FUND
- 2018:-BEST PERFORMER AWARD
- 2019:-BEST PERFOR,ER AWARD
- 2022:-BEST PERFORMER AWARD
- 2023:-SIP TOPPER

## Hobbies

- Reading
- Listening Music

## Reference

Vinod Raj Regional Manager  
MUTHOOT FINANCE LTD

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