

SHWETHA KENDADY

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Observant Accountant and also a professional banker adept at leading high-performance teams to complete key financial activities. I have more than 7 years of experience and outstanding knowledge as an accountant and as a banking professional. I'm an attentive, professional and passionate officer and I have an experience in a variety of different situations. Adept at handling various working knowledge such as ERP, SAP, Account Reconciliation, Payable and Receivable, payroll, customer service, banking operations, compliance, documentation and financial management and expert in Microsoft office.

WORK HISTORY

ACCOUNTANT | 10/2022 - Present MOLTEN Technical Services LLC – Dubai, UAE

- Analyze, examine and interpret 500+ records per month, compile financial information and reconcile reports and financial data.
- Creating financial reports and support all areas of responsibility within a finance team.
- Highly skilled about Costing as well as ERP systems.
- Manage a budget with a reduction of cost totaling.
- Perform process analysis and communicate recommendations to management.
- Process journal entries and correct records to ensure accuracy.
- Streamlined payroll departments activities through disbursement reorganization.
- Accounts receivables, Accounts payables, Payroll and Employee benefits.

ASSISTANT MANAGER | 04/2019 – 09/2022 ICICI Bank Ltd – Sullia, India

- Oversaw daily operations, ensuring the smooth functioning of the branch and adherence to banking regulations.
- Skilled in developing and implementing compliance policies, procedures, and controls to mitigate risk and ensure regulatory compliance.
- Experienced in conducting compliance audits, assessments, and reviews to identify areas of non-compliance and implement corrective actions.
- Handling escalated customer inquiries, complaints, and complex transactions
- Managed a team of employees and providing guidance to bank staff, including tellers, customer service representatives, and other team members.
- Successfully implemented process improvements, enhancing operational efficiency and customer service.
- Played a key role in achieving and surpassing with the development and implementation of sales and marketing strategies to meet branch targets and contributing to overall business growth.
- Conducted training sessions for staff, staying abreast of industry trends, and ensuring compliance with banking policies.
- Actively engaged in customer relationship management, addressing client inquiries and concerns effectively.
- Collaborating with other departments and branches to optimize processes and enhance customer experience.
- Assisting in budgeting, forecasting, and financial reporting for the branch.

CUSTOMER SERVICE OFFICER | 10/2016 - 03/2019 ICICI Bank Ltd – Puttur, India

- Provided exemplary customer service by addressing inquiries, resolving issues, and ensuring overall satisfaction.
- Assisting customers with their banking needs, such as deposits, withdrawals, and account inquiries.
- Providing information about bank products and services, including loans, credit cards, and investment options.
- Processing transactions, maintaining records accurately and efficiently while adhering to bank policies and procedures.
- Handling customer complaints and resolving issues in a timely and professional manner.
- Collaborated with cross-functional teams to streamline processes, improving the overall efficiency of customer service operations.
- Demonstrated effective communication skills to convey complex financial information to customers in a clear and understandable manner.
- Proactively identified opportunities for up-selling and cross-selling bank products, contributing to revenue growth.
- Received commendations for consistently meeting or exceeding service level targets.
- Educating customers on online banking services and assisting them with digital transactions.

CORE SKILLS

- Proficient in Accounting Software
- Operational Efficiency
- Regulatory Compliance
- Communication Skills
- Adaptability
- Time Management
- Financial Analysis
- Customer Relationship Management
- Team Leadership and Ability to manage Multiple tasks
- Sales and Cross-Selling
- Problem Solving
- Expert in Microsoft Office

EDUCATION

- Master of Commerce | Finance
- Bachelor of Commerce | Accounting and Taxation
- Post Graduation Diploma in Banking Operation | Banking

LANGUAGES

- English
- Hindi
- Kannada
- Tulu

VISA STATUS

- Sponsor Visa

DECLARATION

I hereby declare that the information provided in this CV is accurate and complete to the best of my knowledge.