



# JISHA DEVASIA

[jishajacksonross@gmail.com](mailto:jishajacksonross@gmail.com) | +91 9539422555

## ACADEMIC QUALIFICATIONS

Year	Degree/Diploma	Institute	%/CGPA
2012	Diploma in Computer hardware and networking	Govt.Polytechnic	6.5/10
2020	BCA (Bachelor of Computer Application)	IGNOU	6.5/10
2025	MCA (Master of Computer application)	IGNOU	Pursuing

## EXPERIENCE

<b>ACCOUNTANT / OFFICE ADMINISTRATIVE WORKS</b> JUNE 2024 – JAN 2025	<b>ZAM ZAM GROUP - Accountant / Office Administrative works, Dubai</b> <ul style="list-style-type: none"><li>Managed financial reporting for enhanced transparency.</li><li>Enhanced profitability by managing cost control measures and managing invoices.</li><li>Maintain clean and organized workspace to ensure efficient service.</li><li>Processed payments swiftly for improved customer experience.</li><li>Helped meet business needs by working extra shifts.</li><li>Efficiently managed payroll processing tasks, avoiding errors.</li><li>Record keeping – maintaining files, handling documents.</li><li>Assisting with hiring, training and employee relations.</li><li>Coordinating with different departments, ensuring compliance with regulations and assisting with special events.</li><li>Troubleshooting technical issues, managing equipment and maintaining systems.</li><li>Performing wide range of tasks to support the overall administrative needs of the restaurant.</li></ul>
<b>SINEOR OFFICER</b> SEP 2024 – MAY 2024	<b>ESAF BANK - Senior Officer, India</b> <ul style="list-style-type: none"><li>Provide excellent customer service leading to repeat business.</li><li>Handled customer complaints effectively, restoring trust in our brand.</li><li>Completed opening and closing procedures each day.</li><li>Helped meet business needs by working extra shifts.</li><li>Checked notes carefully to spot counterfeit currency.</li><li>Used cash registers and POS system to compute transactions.</li><li>Led and managed administrative staff to maintain smooth daily operations.</li></ul>
<b>ASSISTANT MANAGER</b> FEB 2023 – AUG 2024	<b>HDFC BANK – Assistant Manager, India</b> <ul style="list-style-type: none"><li>Provide excellent customer service leading to repeat business.</li><li>Streamlined operations with efficient scheduling.</li><li>Handled customer complaints effectively, restoring trust in our brand.</li><li>Assisted in recruitment process to build an effective workforce.</li><li>Created a positive work environment, resulting in higher employee morale.</li><li>Delegated task to team members efficiently improving overall productivity.</li><li>Completed opening and closing procedures each day.</li><li>Helped meet business needs by working extra shifts.</li><li>Checked notes carefully to spot counterfeit currency.</li><li>Used cash registers and POS system to compute transactions.</li><li>Led and managed administrative staff to maintain smooth daily operations.</li></ul>

<b>OFFICE ASSISTANT</b> FEB 2019 - FEB 2023	<b>KSFE (KERALA STATE FINANCIAL ENTERPRICE) – Office Assistant, India</b> <ul style="list-style-type: none"><li>Supported the finance team with processing of invoices resulting in timely payments.</li><li>Aided senior staff members efficiently, improving overall workflow within the office.</li><li>Resolved minor technical issues promptly reducing computer down time.</li><li>Wrote professional letters and emails for business communication.</li><li>Provided administrative support to staff members to achieve optimal productivity.</li><li>Sorted and organized different types of information by document type or personnel.</li></ul>
<b>COMPUTER HARDWARE AND NETWORKING TRAINER</b> MAY 2015 - MAY 2018	<b>KELTRON IT EDUCATION CENTER - Computer Hardware and Networking Trainer, India</b> <ul style="list-style-type: none"><li>Enhanced student understanding of computer hardware by conducting training sessions.</li><li>Delivered advanced networking lectures for improved comprehension for learners.</li><li>Improved trainee technical skills with regular practical assignments.</li><li>Demonstrated assembling of PC components.</li><li>Conducting On Job Training sessions for technical students.</li><li>Taught troubleshooting techniques for faster resolution of hardware problems.</li></ul>
	<b>IT SKILLS</b> <ul style="list-style-type: none"><li>Tally Prime</li><li>Advanced Excel</li><li>Word</li><li>Power Point</li><li>Email and Communication</li><li>Windows and Linux OS</li></ul>
	<b>PERSONAL INFORMATION</b> <p>Languages Known: English, Malayalam, Tamil, Hindi (Basic level).</p>