

# AHALYA SARATH



## Contact Details



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Ernakulam, Kerala

## Skill set

- Communication Skill
- Team Work
- MS Office
- Preparation of invoices
- Customer Service
- Front Desk Management
- Strong Decision Maker
- Innovative
- Time Management
- Critical Thinking
- Problem Solving
- Computer Skill

## Languages

- English
- Hindi
- Tamil
- Malayalam

To obtain a challenging position at a recognized firm where I may grow my knowledge, abilities, and learnings. And find a responsible job opportunity where I can put my learning and skills to good use while contributing to the company's success.

## Professional Summary

- Overall around 5.5 years of work experience in various aspects like Administrator, Accountant, and Assistant Manager with good communications, interpersonal and technical skills.
- Experienced assistant manager with strong leadership, problem solving and organizational skills honed in a customer focused retail environment. Skilled at hiring, training and mentoring employees into exceptional sales associates.
- Ability to manage, develop and motivate teams to achieve their objectives.
- Strong in problem-solving, coordination and analytical skills.
- Expert in customer handling and resolving complaints.

## Experience

**TOTAL EXPERIENCE: 5.5 YEARS.**

### **HDFC BANK(2 YEAR 7 MONTHS)**

**DESIGNATION:** ASSISTANT MANAGER

**TENURE:** JANUARY 2021 – ONWARDS

**LOCATION:** KERALA, INDIA

- Maintain a strong relationship with the clients and build trust among them.
- Handle customer complaints in a professional and efficient manner
- Providing advice to customers about financial planning, investments, and other products or services offered by the bank.
- Monitor and Analyze customer transactions.
- Maintain up-to-date knowledge of company products, services, and policies
- Providing clients with comprehensive product/service consultations and guiding their decision-making process.
- Researching and pursuing new business opportunities.

## Education

- Degree - Bachelor of Computer Application (2014-2017)
- Plus, two (Commerce) from Govt. of Kerala, India. (2012-2014)
- SSLC from Govt. of Kerala, India. (2012)

## Certificates

- Certificate of achievement in TALLY + GST with A Grade. Cranberry's Tech 2020.
- Certificate of national seminar on Emerging Trends in Management. Bharata Mata 2015

## Achievements

- National winner in HSL Bull run FY 21-22.
- Certificate of appreciation for significant contribution towards Fixed Deposit under silver category in the month of October 2022

### STEP WAY OVERSEAS EDUCATION (1 YEAR 3 MONTHS)

DESIGNATION: ADMINISTRATOR CUM ACCOUNTANT

TENURE: DECEMBER 2018 – MARCH 2020

LOCATION: KERALA, INDIA

- Coordinating office activities and operations to secure efficiency and compliance to company policies
- Supervise administrative staff and divide responsibilities to ensure performance
- Preparing financial documents such as invoices, tax filings, and monthly profit reports.
- Managing the flow of petty cash by recording all monetary transactions.

### GUIDANCE PLUS SERVICES (1 YEAR)

DESIGNATION: ADMINISTRATOR CUM ACCOUNTANT

TENURE: OCTOBER 2017 – OCTOBER 2018

LOCATION: KERALA, INDIA

- Maintain and update company data bases.
- Answering telephone calls, responding to queries, and replying to emails.
- Receiving, Reviewing, and Monitoring the progress of student applications and petitions
- Manage day to day accounting operations and ensure that there is a redundant process back up in place for every critical operations.

## Declaration

I hereby declare that the above-mentioned information is true and correct to the best of my knowledge

Place:

Date:

Ahalya Sarath