**RESUME**

AFSHAN FARHANA

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# OBJECTIVE

To be associated with a progressive organization that gives me the scope to apply my best knowledge and skills and involve myself as a part of the team enabling me to dynamically work towards the growth of the organization.

**ACADEMIC QUALIFICATION**

**B. Ed (**Methodology**),** Osmania University, Hyderabad, Aggregate/CGPA: 9/10; June ’14

**B. Com,** Osmania University, Hyderabad, Aggregate/CGPA: 7/10; June ’13

# WORK EXPERIENCE 1

***Company: Axis Bank***

***Position: Process Associate***

***Period: From* *Apr 2022- May 2023.***

Creating policy and procedure.

Planning and training standardizing of service delivery.

Overseeing the customer process.

Resolving customer complaints bought to your complaint.

Check on the international customer holding Axis bank account and track check the payment.

Assist banking customers who are fraud, theft, or identity theft victims.

Assist customers with replacing lost or stolen credit cards.

Assist with Address change customer service representative

# WORK EXPERIENCE

***Company: Jetwing’s Technologies, Bangalore, India***

***Position: Accounting Assistant***

***Period: From July 2018 to Dec 2021***

Monitoring daily communications and answering queries.

Preparing statutory accounts.

Auditing payments, amounts, and records.

Working on spreadsheets, sales, and purchase ledgers and journals.

Recording and filing cash transactions.

Controlling credit and chasing debt.

Invoice processing and filing.

processing expense requests for the accountant to approve.

Bank reconciliation Liaising with third-party providers, clients, and suppliers.

Updating and maintaining procedural documentation.

***Company: Jetwing’s Technologies, Bangalore, India***

***Position: Administrative Assistant***

***Period: From June 2017 to June 2018***

Manage phone calls and correspondence (e-mail, letters, packages, etc.)

Support budgeting and bookkeeping procedures.

Create and update records and databases with personnel, financial and other data.

Track stocks of office supplies and place orders when necessary.

Submit timely reports and prepare presentations/proposals as assigned.

Assist colleagues whenever necessary.

# WORK EXPERIENCE 2

***Company: Vikas High School***

***Position: Teacher***

***Period: From June 2014 to May 2017***

Comprehensively presenting lessons and using visual/audio means to facilitate learning.

Providing individualized instruction to each student by promoting interactive learning.

Creating and distributing educational content.

Create and distribute educational content (notes, summaries, assignments, etc.)

Access and record students’ progress and provide grades and feedback.

Maintaining a tidy and orderly classroom Collaborate with other teachers.

Develop and enrich professional skills and knowledge by attending seminars, conferences, etc.

# CERTIFICATIONS

IATA CRS (Air Ticketing)

Advance Tally ERP 9

# TECHNICAL SKILLS

Python MS-Office

Advance Tally ERP 9

IATA CRS (Air Ticketing)

# STRENGTHS

Time Management

Team player

Quick Learner

Leadership skills

**DECLARATION**

I do hereby declare that all the above information is true to the best of my knowledge and understanding.