

**SINDHU SREEKUMAR**

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Seeking assignments in Credit Administration / Finance & accounts / Back-End operations with a leading organisation/ Admin

**An Overview**

- A competent professional with nearly 15 years of experience including 10 years in Admin section in an international boarding school and nearly 5 years of experience in Credit Management, Database Management, Office Supervision, Personnel Administration and Client Servicing.
- Was currently associated with Fravashi International Academy Nashik Boarding School, in the Admin Section.
- Was associated with ICICI Home Finance Co. Ltd., as Credit Processing Agent.
- Adopted in developing & streamlining systems with proven ability to enhance operational effectiveness and meet operational goals within the cost, time & quality parameters.
- Adroit in Handling Back Office operations, preparing Credit Appraisal Memorandum and maintaining various MIS of Home loans.
- Hands-on experience in generating monthly and quarterly data integrity reports and providing an accurate foundation for credit analysis.
- Keen communicator with strong skills in relationship management, training and teambuilding to accomplish the desired results.

**Career Contour**

Presently working with Fravashi International Academy, Nashik Jun'11-till date  
Admin officer  
Chief tasks Handling

- Handling the entire School and conveyance fees.
- Making their entry individually in Tally on day to day bases
- Maintaining total fees to be received and balance to be received files.
- Maintaining the documents of individual students.
- Handling admission enquires as when it was required.
- Giving complete school tours.
- Explain the fees structure & doing the working for the revise fees structure.
- Help in the other administrative work.
- Handling boarders activities on weekends.

ICICI Home Finance Co. Ltd Pune Credit Processing Agent (CPA) Feb'03 – Jan'05  
Fin Crop, Pune Back Office Executive Aug'02 - Jan'03

**Chief tasks Handled****Credit Management**

- Managing the Credit Processing Agencies (CPAs) of the bank and addressing process, procedure and system related queries/clarifications with respect to credit/risk.
- Allocating & monitoring team workflows and ascertaining on time completion of task as per procedures, maintaining TAT at every stage of processing.
- Analyze and ensure credit analysis of the propositions for loans as per the policy of the bank, giving direction and guidance to team mates for handling exceptional cases.
- Preparing CAMS, Disbursement Memos and Legal documents for Home Loans.
- Maintaining various MIS for Home Loans.

- Handling CPA Home Finance.
- Coordination & close rapport with other departments such as Collections, Risk Containment Unit (RCU), Operations, Business Intelligence Unit (BIU)
- Regular interaction and trainings of Channel Partners to bring their focus towards business and resolve their day to day queries.
- Managing customers' grievances through effective management with the help of Customer Care Group & routing it to necessary departments, To entail hassle-free resolution of customer complaints.

**Customer Relationship Management**

- Managing customer centric banking operations & ensuring customer satisfaction by achieving delivery & service quality norms laid down by the Bank.
- Attending to individual and corporate investors / clients' concerns & complaints and undertaking steps for effectively resolving them.
- Interacting with customers to gather their feedback regarding the products' utilities.
- Maintaining cordial relations with customers to sustain profitability of the business.

**Past Work History**

Stanfin, Pune Telemarketing Executive Dec'00 – June'02  
Pearl Enterprises, Pune Purchase Officer Mar'00 - Dec'00

**Educational Credentials**

- M.A. (Economics) from Ferguson College, University of Pune in 2001
- B.A. (Economics) from St. Mira's College, University of Pune in 1999.
- Advanced Diploma in Computerised International Financial Accounting in 2008
- Diploma in Computer Application from NSCS in 2000.
- Diploma in computer programming from NSCS in 2000.
- Currently doing MBA Finance from ICFAI University.

**IT Skills**

- Windows 95.
- MS Office 2000 (MS Word, Excel and PowerPoint).
- Database programming, Fox Pro programming and C programming.
- Quick Books Accounting.
- Peachtree Accounting.
- Tally Financial Accounting.

**Personal Vitae**

Date of Birth : 28<sup>th</sup> December 1978  
Nationality : Indian  
Current Address : Veena House, Nellikkat, PO Balla, Kanhangad, Kerala.  
Marital Status : Married  
No. of Dependents : 2  
Driving License : Indian  
Passport Number : E 8072078  
Languages Known : English, Hindi, Marathi and Malayalam