



SNEHA VM

Career Objective

A highly self-motivated individual with hands-on experience in customer relationship and management. Skilled in enhancing operational efficiency and ensuring seamless workflow. Seeking to contribute my expertise and enthusiasm to a collaborative team while continuing to grow and develop in a dynamic professional environment.

Contact

7736807897

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<https://www.linkedin.com/in/sneha-vm>

Vilakkathara(H) Mankara
Enkakad P.O Thrissur
PIN: 680589

Personal Profile

Date of Birth : 23/11/2001

Gender : Female

Marital Status : Married

Nationality : Indian

Skills

- Communication skill
- Teamwork and Collaboration
- Leadership Quality
- Quick learner
- Open Minded and Adaptive
- Management Skill
- Good Listener

Experience

ESAF Small Finance Bank

Role: Executive Trainee

- New Client Accquisition
- Branch Operations
- Customer Relationship Management
- Rural Marketing
- Supported teller operations as backup staff
- Ensured accuracy in cash handling and entries
- Managed cheque clearances and account updates

Caterpillar Engineering Solutions Private Ltd, Bangalore

Role: Intern in ITP team of Finance Department

- Assisted with invoice tracking, data entry, and resolving payment issues.
- Supported the finance team in handling vendor invoices and documentation.
- Helped maintain records and update invoice status in the system.

IFB Service Center, Koonathara Ottapalam

Role: Intern in Customer Service Department

- Handled customer queries and service requests
- Assisting in customer service and complaint handling.
- Scheduled service appointments and follow-ups
- Assisted in spare parts management and inventory

Education

2022-2024

Master of Business Administrtration (Finance & Marketing)

MG University, Kottayam
Santhigiri Institute of Management
Vazhithala, Thodupuzha Idukki

Technical Skills

- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Word
- SPSS (Basic)

Language

- English
Malayalam
Tamil

Hobbies

- Listening to Music
Cooking
Painting & Crafts
Watching Movies

Reference

- Vipin v
Branch Manager
ESAF Small Finance Bank
+91 9188800088
- Fr. Jibu Pullatt
Assistant Professor
Santhigiri Institute Of
Management
+91 9620201101

2019-2022

**Bachelor of Business Administration
(Human Resources Management)**

Calicut University, Malappuram
St.Aloysius College
Elthuruth,Thrissur

Higher Secondary

2017-2019

Kerala State Education Board
Govt Higher Secondary School
Wadakkanchery, Thrissur

High School

2016-2017

Kerala State Education Board
Govt High School
Erumapetty, Thrissur

Participation & Extra- Curricular

- Registration team coordinator of college management fest
- Coordinator of cultural event of college management fest
- Participated in different inter college fest.
- Member in Scout and Guide

Projects & Review Paper

- The Study On Employer & Employee Relationship
- A Study On Employee Relationship Management & Employee Performance at MCGRaw-HILL EDUCATION Company
- The Study On Quality of Work Life and Employee Turnover Among Nurses in India

Declaration

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

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