



# 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 Time
- Management Skill
- Good Listener

## Experience

### ESAF Small Finance Bank

#### Role: Executive Trainee

- New Client Acquisition
- 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

### Master of Business Administration (Finance & Marketing)

2022-2024

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

2017-2019

**Higher Secondary**

Kerala State Education Board  
Govt Higher Secondary School  
Wadakkanchery, Thrissur

2016-2017

**High School**

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.

SNEHA VM