

Poonam Vijay Dsouza



Old Muweilah Commercial,
Near Urban Tadka
Restaurant
Sharjah, UAE

+971 5 66211851

poonamdond@gmail.com

Personal Skills

- Friendly and Professional
- Adapt to changes and learn new things
- Committed to Team Success

Exposure to Computers

- A Good Knowledge of MS Office particularly Excel and Word.
- Email access via Lotus Notes and Outlook.
- Tally 9 course.

Education

- Bachelor's Degree in commerce April - 2002
Mumbai University, Mumbai
Sathaye College, Vile – Parle

Objective

Work in a highly skilled, professionally managed progressive organization. To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

Experience

August 2013–March 2020 (Location: Sharjah, UAE)

Administration & Accounting • Assistant Manager • Bentham Science Publishers Ltd. (FZC)

Job Profile:

- Finalizing the pricing for Subscription Journals for the yearly catalog.
- Invoicing.
- Set-up online access for subscribers.
- Uploading access of subscribers on platforms.
- Coordinating and following-up via email and tele-conversation with subscribers and agencies. (World- Wide)
- Database entry
- Reconciling bank statements.
- Preparing reports as per requirement.
- Ensuring audit requirements are adhered with.

Other Activities:

- Helping other department colleagues with their job during peak business. (Event Management)
- Booking hotel accommodation for Directors during their travel as per schedules.

April 2012–December 2012 (Location: Muscat, Oman)

Accounts and Admin Assistant • Executive • M/s. Road Star Trading & Transportation Co. LLC

Job Profile:

- Worked on Tally database for the accounting of the company.
- Ensured audit checks as per the requirements of the company and liaise with Dubai main office.
- Tele-marketing to help grow the business of the organization.
- Coordinate with employees and customers.
- Follow –up with clients for payments.
- Handle Petty Cash.
- Report to Dubai Office weekly on the activities of the branch.

Oct – 2007 to Mar -2008 (Location: Mumbai, India)

Deputy Manager • HDFC Bank Ltd.

Job Profile:

- Worked as a Teller Authorizer and managing a team of 3 -4 staff.
- Handled customer queries, account opening documentation, interacting with existing customers for further assistance to their requirements as a valuable customer to the organization.
- Ensuring audit checks for the respective departments as per the internal and RBI requirements.
- Cross selling other products (Credit Cards, Mutual Funds, Insurance) to help grow the business of the organization.

(East)

- The Institute of Chartered Accountants of India
CA Foundation 1999-2000.

Languages

English, Hindi, Marathi, Konkani.

PERSONAL DETAILS

Birth Date : February 18, 1981
Marital Status: Married
Visa Status : Spouse Visa

Aug- 2006 to Feb- 2007 (Location: Mumbai, India)

Officer Cash Services, Consumer Banking • ABN Amro Bank

Job Profile: Handle Cash Transactions, RTGS, Issuance of banker's cheques, demand drafts, electronic transfer, and interbank transactions.

May -2003 to Aug -2006 (Location: Mumbai, India)

Assistant Manager • HDFC Bank Ltd.

Job Profile:

- Handle customer inquiries and queries at the welcome desk for a period of 7 months
- Customer service executive (Personal Banker cum Teller) at extension - counter of Fort branch for a year
- Interact with customers (Reliance Staff) for investments in mutual funds, insurance and other products of the bank
- Handle operational transaction as a Teller
- In the absence of the Branch Manager, assist the substitute in smooth functioning of the Branch.
- Worked with the clearing department at Fort branch for 6 months
- Handle outward clearing, return cheques, discrepant cheques and sorting differences if any in suspense accounts
- Front desk portfolio for a year
- Issue pay orders, demand drafts for customers within the required TAT.
- Process transfer cheques, RTGS Transactions.
- Resolve customer complaints within the TAT.
- Handling ATM balancing.

April- 2003 to May- 2003 (Location: Mumbai, India)

Assistant in Customer Service Department (Temporary) • **HSBC**

July- 2002 to October- 2002 (Location: Mumbai, India)

Assistant in cash management (Temporary) • **Citibank**

May- 2001 to July- 2002 (Location: Mumbai, India)

Articled Clerk • **M/s Borkar and Muzumdar**