



# SIMI ELSA MATHEW

## PROFESSIONAL SUMMARY

Results-driven management professional with expertise in administration, sales, document controller and customer service. Skilled in team leadership, operational optimization, and customer experience enhancement. Strong background in travel and tourism, handling inquiries, bookings, and front desk operations. Proficient in financial transactions and problem resolution. Holds an MBA in Human Resources and a B. Com, with IATA and CRS certifications. Well-versed in Microsoft Office, Tally Prime, and GCC VAT. Analytical, organized, and committed to operational excellence.

## EDUCATION

### MBA IN HUMAN RESOURCES

Bharathiyar University| 2021

### BACHELOR OF COMMERCE

Mahatma Gandhi University| 2013

### HIGHER SECONDARY

Directorate of higher Secondary Education| 2009

## CERTIFICATION

- IATA Certification, IAT'S Aviation College, 2013
- CRS Training, Alhind Tours & Travels, 2015

## TECHNICAL SKILLS

- MS Office
- Tally Prime & GCC Vat
- Document Controller
- Software Programs

## LANGUAGES KNOWN

- English
- Hindi
- Malayalam

## WORK EXPERIENCE

### CUSTOMER SUPPORT & DOCUMENT CONTROLLER

2022 – 2024

STATE BANK OF INDIA (AS TEMPORARY)

#### Key Responsibilities

- Handle and resolve customer complaints efficiently, ensuring a satisfactory resolution.
- Assist customers in opening, closing, and managing their accounts.
- Help customers with fund transfers, deposits, withdrawals, and payment processing.
- Guide customers on secure banking practices and assist in reporting fraudulent activities.
- Support customers in using mobile banking, internet banking, and other digital platforms.
- Assist customers in completing Know Your Customer (KYC) formalities and submitting required documents.
- Gather customer feedback to improve banking services.
- Managing the intake, handling, and storage of documentation.
- Reviewing and updating documents as necessary to ensure accuracy and compliance.
- Retrieving files as needed by company staff and securely backing up and storing documents.
- Developing and implementing processes for document control to ensure all documentation meets formal requirements and standards.

## PROFESSIONAL SKILLS

- Interpersonal Skills
- Analytical Abilities
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Accounting Software (Tally Prime, GCC VAT)
- Customer Service & Relationship Management
- Organizational & Time Management Skills
- Multi-tasking & Adaptability in Fast-Paced Environments
- Leadership & Team Collaboration
- Photo & Video Editing
- Ability to Work Under Pressure & Meet Deadlines
- Attention to Detail & Accuracy
- Data Entry & Record-Keeping
- Document Controller
- Report Preparation & Documentation
- Training & Mentoring Team Member

## PERSONAL DETAILS

Gender : Female  
Date of Birth : 24/01/1990  
Nationality : Indian  
Marital Status : Single

## LICENSE DETAILS

Holder of a valid **INDIAN** driving license.

## REFERENCE

### Manju Jose

Manager State Bank of India

### Dileep T P

Asst. Manager State Bank of India

Thumpamon, Kerala, India

Mob:-+91 8330011496, +91 8330011497

### Ajay C

Chief Security Officer

Cochin International Airport

Mob:- +91 9288026694

## CUSTOMER SERVICES EXECUTIVE (COCHIN AIRPORT)

2021 – 2022

KERALA TOURISM DEPARTMENT

### Key Responsibilities

- Handled customer inquiries and provided detailed travel information.
- Assisted clients in selecting suitable travel packages based on their preferences and budget.
- Booked flights, hotels, car rentals, and other travel arrangements for clients.
- Built strong relationships with travel providers to secure the best deals and services.
- Managed itinerary changes, cancellations, and rebooking's as per customer requests.
- Resolved customer complaints efficiently to ensure a smooth travel experience.
- Processed payments securely and maintained accurate financial records.
- Provided recommendations on travel insurance, visa requirements, and local attractions. Maintained up-to-date knowledge of travel regulations, airline policies, and industry trends.

## TRAVEL COODINATOR

2016 – 2020

TRAVEL WORLD

### Key Responsibilities

- Coordinated with front desk staff to ensure guests received prompt and professional service.
- Assisted customers in selecting suitable travel dates and determined available seating based on their preferences.
- Assigned requested seats when available and offered alternative options as needed.
- Managed cash transactions, accurately totaled amounts, and securely placed funds in a safety deposit box.
- Ensured compliance with company policies and industry regulations for travel documentation and payments.

## PERSONAL STRENGTHS

- **WORK ETHIC & COMMITMENT:** Dedicated to achieving goals with diligence and integrity.
- **EXCELLENT COMMUNICATION SKILLS:** Ability to convey ideas clearly and build strong relationships.
- **ADAPTABILITY & FLEXIBILITY:** Quick to adjust to changing environments and challenges.
- **PROBLEM-SOLVING MINDSET:** Analytical thinker with a proactive approach to overcoming obstacles.

## PASSPORT & VISA DETAILS

Passport Number : X9590847  
Date of Expiry : 06/06/2033  
Visa Status : Visit Visa  
Date of Expiry : 20/04/2025