

CONTACT

SEBASTIAN T J

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OBJECTIVE

A person with a strong positive attitude having sound knowledge of Cash Handling, Accounts, Administration, Sales, Operations and Human Resources, seeking to build Career in a growing organisation.

EXECUTIVE CREDENTIALS

- Expert in Accounts, Operations, Office Administration & Human Resources Assistance with Above 5 years of quantifiable experience in India in Professional Financial Institutions and Tourism organizations with multi – Functional Areas.

KEY FUNCTIONAL EXPERTISE AREAS

- Accounts, Cash Handling, Internal Auditing, Administration, Office Management, Human Resources Assistance, Onboarding Documentation, Documentation, Data Entry, Reporting, Customer Management, Supervising, Business Coordination, Collection Management, Grievance and Customer Calling

EXPERIENCE

16/08/2023 -
04/01/2024

- **Internal Auditor**
Muthoottu Mini Financers Ltd.
 - Ensuring proper reconciliation of daily sales, cash receipts, journal entries, account reconciliation and month end processing
 - Ensuring the maintaining of cash registers, processing payments, and handling cash, with zero discrepancies or errors
 - Evaluating financial documents for accuracy and compliance with federal regulations
 - Ensuring compliance with established internal control procedures by examining records, reports, operating practices, and documentation
 - Counting current stock quantities, reviewing inventory records, and document and report any discrepancies between the two
 - Make traveling to company sites, investigating issues, and making risk assessments for organizations.
 - Identifying the Financial and businesses risk of the organisation and offer recommendations to reduce risk
 - Respond to customer inquiries via phone, email, and chat.
 - Assessing the efficiency and productivity of internal staff and make recommendations for improvement

04/08/2021 -
05/05/2023

- **Junior Executive - Office Administration And HR**
CreditAccess Grameen Ltd.
 - Monitor and analyze the performance of the collections team, implementing measures to improve productivity and success rates.
 - Assessing loan applicants' eligibility, analyzing their credit standings, and finalizing loan contracts. They ensure compliance with regulations, communicate with clients

- Maintains database by entering new and updated customer and account information. Prepares source data for computer entry by compiling and sorting information
- Guiding new hires through the onboarding process, including completing necessary paperwork, system work and understanding job responsibilities
- Maintaining records and documentation related to the onboarding of employees to comply with legal and company standards.
- Welcomes new employees and provides them with an introduction to the company culture and values.
- Supports human resources processes by administering tests, scheduling appointments, conducting orientation, maintaining records and information.
- Maintains staff by recruiting, selecting, orienting, and training employees. Ensures a safe, secure, and legal work environment.
- Handle complaints, provide appropriate solutions for customers, and follow up to resolve any issues their customers experience.
- Respond to customer inquiries via phone, email, and chat.

19/03/2019 -
10/04/2020

- **Branch Manager Cum Accounts Assistant**

BRD Securities Ltd.

- Directing all operational aspects including Sales, operations , customer service, human resources, accounts and administration.
- Developing forecasts, financial objectives and business plans
- Collects payments by accepting cash, check, or charge payments from customers and makes change for cash customers
- Managing cash registers, balancing daily cash flows, and ensuring compliance with accounting protocols
- Prepare and maintain financial records and Prepare financial statements and reports
- Monitor and analyze the performance of the Sales and collections team, implementing measures to improve productivity and success rates.
- Petty Cash Management and Processing expense requests for the accountant to approve
- Internal Auditing Assistant will provide direct support to the Internal Auditor I in undertaking audits of all systems against applicable laws, legislation, regulations and company policies and procedures in accordance with the Department's audit plans.
- Maintains staff by recruiting, selecting, orienting, and training employees. Ensures a safe, secure, and legal work environment.
- Respond to customer inquiries via phone, email, and chat.

02/01/2017 -
28/02/2019

- **Admin Manager Cum Accounts Assistant**

AnnaBella House Boat Co.

- Maintains office services by organizing office operations and procedures, Sales , preparing payroll, controlling correspondence, designing filing systems, reviewing and approving supply requisitions, and assigning and monitoring all functions
- Invoice processing and filing, Ensuring payments, amounts and records are correct.
- Collects payments by accepting cash, check, or charge payments from customers and makes change for cash customers
- Providing Internal Auditing to company, I in undertaking audits of all systems against applicable laws, legislation, regulations and company policies and procedures
- Managing cash registers, balancing daily cash flows, and ensuring compliance with accounting protocols

- Entering And maintaining Accounts data to the Software
- Provides a positive customer experience with fair, friendly, and courteous service
- Responding to customer inquiries via phone, email, and chat.

EDUCATION

- | | |
|-------------|---|
| 2018 | <ul style="list-style-type: none">• NSDC
GST Accounts Assistant |
| 2017 | <ul style="list-style-type: none">• C-Dit
Diploma in computer Applications |
| 2015 - 2017 | <ul style="list-style-type: none">• MG University
M.com |
| 2012 - 2015 | <ul style="list-style-type: none">• University of Kerala
B.com |

SKILLS

- Communication
- Problem Solving
- Time Management
- Cash handling
- Leadership
- MS office
- Tally
- Excel
- Customer Service
- Attention to detail
- Computer Skills
- Book Keeping
- Team Work
- Data Entry
- Management
- Organising

PERSONAL DETAILS

- Date of Birth : 22/01/1995
- Marital Status : Single
- Nationality : Indian
- Passport : S8575471
- Gender : Male

DECLARATION

- I hereby declare that the facts given above are genuine to the best of my knowledge and belief.