

Shifa K U

Kochi, Kerala 682030

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+91 90743 44293

Looking for a position at an independent institution, where I can apply with my curriculum development skills.

Personal Details

Date of Birth: 1996-07-25

Eligible to work in: Australia, Canada, France, Germany, India, Italy, Malaysia, Maldives, Saudi Arabia, Singapore, Sri Lanka, United Arab Emirates, United Kingdom, United States

Highest Career Level: 2-5 years experience

Industry: Accounting, Administrative Assistance, Banking & Finance, Call Center, Customer Service, Insurance, Sales

Total years of experience: 4

Work Experience

Back Office Executive

US Clinics - Kochi, Kerala

November 2023 to Present

- Answering incoming calls
- Providing exceptional customer service
- Scheduling Appointments for patients
- Maintaining data confidentiality
- Collecting details from patients
- Uploading documents in patients charts
- Checking mails and faxes
- Back office works

Non Voice Customer Support cum Admin Assistant

Hira Outsourcing Services Pvt. Ltd. - Kochi, Kerala

July 2020 to September 2023

- To communicate with international customers to promote sales
- Achieve the desired target
- Working on MS Excel
- Complaint handling
- Office Administration

Data entry

RR ENTERPRISES - Kochi, Kerala

June 2017 to December 2017

Billing
Tally entry
Cash handling
Maintaining excel

Education

Master's degree in M.com Finance

Mahatma Gandhi University - Kottayam, Kerala
June 2017 to March 2019

B.com in Finance and Taxation

Mahatma Gandhi University - Kottayam, Kerala
June 2014 to March 2017

12th Pass

VHSS Irimpanam - Kochi, Kerala
June 2012 to March 2014

Skills / IT Skills

- Tally ERP 9
- Accounting
- Tally
- Tax experience
- Communication skills
- Microsoft Excel
- ERP systems
- Computer skills

Certifications and Licenses

Trade Certificate from VHSE

March 2014 to Present

Trade certificate from Board of Vocational Higher Secondary Education
Specialisation in Accountancy and Auditing

Mahatma Gandhi University

(Established by Kerala State Legislature by Notification No. 3431/Leg.C1/85/Law, dated 17th April 1985)



FACULTY OF COMMERCE

The Syndicate of the Mahatma Gandhi University hereby makes known that Smt SHIFA K U has been admitted to the Degree of Bachelor of Commerce she having been certified by duly appointed examiners to be qualified to receive the same and having been by them placed in the C grade with a Cumulative Credit Point Average of 6.78 at the examination under Choice Based Course-Credit-Semester System and Grading held in March 2017 with the following courses.

Common Course I

ENGLISH

Common Course II

HINDI

Core Course

COMMERCE

Vocational Core Course

FINANCE AND TAXATION

Open Course

ENGLISH FOR CAREERS

Given under the seal of the University.

University Buildings
Priyadarshini Hills P.O.
Kottayam - 686 560
Kerala, India

Dated: 08 MARCH 2019



Vice-Chancellor



WORK EXPERIENCE CERTIFICATE

This is to inform whomsoever it may concern and certify that Ms. Shifa K U was working as a full-time employee with Hira Outsourcing Services Pvt Ltd, Edapally, Kerala, India as Administrative Assistant from 20/07/2020 to 25/09/2023 as per the personnel files and company's employment record.

During her employment, we found Ms. Shifa K U to be a professional, knowledgeable and result oriented person with theoretical and practical understanding of work requirements. She has successfully completed many job-related training programs administered by the training department of the company.

Overall, Ms. Shifa K U performed her duties and responsibilities cheerfully with attention to detail at all times. With her enthusiasm to work, learn and progress, I am certain that she would make a great employee to any enterprise.

Please feel free to contact us if you have specific questions regarding her employment.

On behalf of the company, I take this opportunity to wish Ms. Shifa K U all the very best in her future career endeavors. For Hira outsourcing services,



Greeshma. P
Manager

