



Suhair K H

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SUMMARY

Dedicated and results-oriented professional with extensive experience in customer relationship management and accounting seeking a challenging position where I can leverage my skills to enhance customer satisfaction and drive financial success.

EXPERIENCE

Customer relationship Manager and Accountant | Akshaya Center | Kochi, IN | May 2021 – April 2024

- Swiftly addressed customer needs serving 80 customers daily and fostering strong connections to enhance customer satisfaction and loyalty.
- Conducted regular customer feedback surveys, analyzing data to pinpoint areas for improvement and drive strategic enhancements.
- Trained and supported team members to guarantee the consistent delivery of exceptional service, elevating customer experiences.
- Served as a vital bridge between customers and internal teams, facilitating seamless communication and effective issue resolution.
- Assisted with month-end and year-end closing processes, including performing reconciliations and preparing journal entries, ensuring financial accuracy.
- Provided mentorship to junior team members, significantly improving team performance and cohesion through guidance and support.

Accountant | Maritime Engineering | Kothamangalam, Kerala | May 2019 – April 2021

- Collaborated with various departments to ensure the accuracy and integrity of financial records, enhancing organizational transparency.
- Utilized tally accounting software to streamline financial processes, improving efficiency and reducing errors in financial reporting.
- Developed and implemented cost-saving strategies that significantly increased profitability by 60% by optimizing resource allocation and reducing unnecessary expenditures.
- Successfully managed complex budgets and financial projects, consistently meeting all deadlines and achieving project objectives.
- Streamlined invoice processing procedures, effectively reducing the incidence of overdue payments and improving cash flow management.

PROJECTS

Customer Satisfaction Towards Reliance Jio Network | Parakkadavu Grama Panchayath | April 2019 – May 2019

- Directed the entire project lifecycle, from planning through execution, ensuring projects were completed on time and met all predefined milestones and objectives.
- Enhanced project outcomes by driving exceptional customer satisfaction, which fostered long-term relationships and generated positive referrals, bolstering the company's reputation.
- Identified key areas for improvement within the Reliance Jio Network, which, if optimized, could significantly enhance customer satisfaction and solidify its status as a leading telecom provider.

EDUCATION

Bachelor of commerce – Bcom | Mahatma Gandhi University | Kottayam

Commerce – Higher Secondary Education | National institute of open schooling | Angamaly, Kerala | 2016 | 75%

Welding (Arc,Tig,Mig,Gas) | Government Industrial Training Department (ITI) | Kerala | 2014 | 75%

SSLC | Kerala Board of Public Examination | Sree Narayana Higher Secondary School, Okkal | 2012 | 70%

CERTIFICATIONS

GCC VAT Using Tally Prime | G-TEC Education | 2024

Tally ERP9 | St Ann's Computer Academy | 2014

Microsoft Office | St Ann's computer Academy | 2014

SKILLS

Technical Skills: Tally ERP 9, Microsoft Word, Microsoft PowerPoint, Microsoft Excel, QuickBooks, Xero

Soft Skills: Time Management, Negotiation, Presentation Skills, Business Communication, Analytical and Problem-Solving, Teamwork, Attention to Detail

Areas of Interest: Customer Relationship Management, Accounting, Financial Management, Project Management, Cost Optimization