



SURUMI H

CONTACT

+971 504963241

surumihaneet@gmail.com

Dubai, UAE

EDUCATION

2013

B. COM

- MG University, Kerala, India

2008

HIGHER SECONDARY
EDUCATION

- Kerala Board of Higher
Secondary Education

2006

SSLC

- Kerala Board Public
Examination

CERTIFICATION

- Diploma in Financial
Accounting
- Diploma in Computer
Applications

SKILLS

- Financial Reporting
- Accounts Payable/Receivable
- Bank Reconciliation
- Record Keeping
- Audit Preparation
- Customer Service
- Office Management
- Communication Skills
- Cash Handling
- Problem Solving

PROFILE

Detail-oriented and results-driven finance professional with a Bachelor's degree in Commerce from MG University, Kerala. Over a decade of diverse experience in customer relations, accounting, and administrative support within the finance and telecommunications sectors. Proven track record in managing financial transactions, enhancing customer satisfaction, and streamlining operations.

WORK EXPERIENCE

Branch Executive & Accountant

SEP 2023 - MAY 2024

Kosamattam Finance, Kerala, India

- Oversaw daily operations of the branch, ensuring compliance with regulatory standards and internal policies.
- Led customer service initiatives, addressing client inquiries and resolving issues to enhance satisfaction and loyalty.
- Recruited, trained, and supervised branch staff, fostering a collaborative environment and ensuring high standards of service.
- Set and monitored branch targets, implementing strategies to drive sales and meet performance goals.
- Managed accounts payable and receivable processes, ensuring timely and accurate financial transactions.

Customer Relation Executive & Accountant

Dec 2018 - Mar 2020

Indel Money, Kerala, India

- Interacted with customers via phone, email, and in-person to address inquiries and provide information.
- Managed daily accounting tasks, including invoicing, bookkeeping, and financial record maintenance.
- Resolved customer complaints and concerns in a timely and professional manner.
- Generated monthly/quarterly financial reports and assisted in tax filing and compliance.
- Provided accurate financial data for audits and internal reporting.
- Ensured adherence to financial regulations and company policies.

Junior Officer & Accounts

Aug 2017 - Sep 2018

ICL Fincorp, Kerala, India

- Processed vendor invoices and ensured timely payments.
- Generated customer invoices and tracked payments, addressing overdue accounts.
- Maintained accurate financial records and assisted with month-end closing procedures.
- Provided assistance during internal and external audits by compiling necessary documentation.

TECHNICAL SKILLS

- Tally Prime
- Microsoft Office Suits: (Include MS Excel, MS Word, MS Power Point)

PERSONAL INFO

- Nationality: Indian
- Date of Birth: 19/05/1991
- Gender: Female
- Marital Status: Married
- Passport No.: X2839365
- Date of Expiry: 24/01/2034
- Languages: English, Malayalam, Tamil, Hindi, Arabic

Back End Support Staff

SEP 2012 - 2014

Vodafone Telecommunication, Kerala, India

- Entered and updated data in company databases with a focus on accuracy and efficiency.
- Provided comprehensive administrative support, including document management, scheduling, and report preparation.
- Maintained accurate records of transactions and customer interactions to ensure data integrity.
- Assisted in coordinating internal meetings and events, managing logistics and communications.

Back End Support Staff

Jun 2011 - Jul 2012

Bharati Airtel Telecommunication, Kerala, India

- Managed communications by responding to inquiries, redirecting messages, and providing information to clients and staff.
- Assisted in inventory management, including stock tracking, ordering supplies, and monitoring levels to ensure availability.
- Maintained accurate records of inventory transactions and assisted in monthly stock audits.