


Curriculum Vitae



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Abison Abraham

Objective

To work for an organization which will help in value addition and serve as a springboard to move ahead in my career by providing me interesting career opportunities and harness the best of my caliber.

Work Experience: 7 Years & 6 Months

Kemco Technologies W.L.L - July 2019 to Present
Assistant Manager – Accounts & Administration

Manama, Bahrain

Accounts Department:

- Recording daily financial transactions by entering account information into Tally.
- Summarizing current financial status by collecting information; preparing balance sheet, profit and loss statement and other reports.
- Securing financial information by completing database backups.
- Preparing financial statements and produce budget according to schedule for monthly expenses.
- Regular internal and external audits to ensure compliance.

Administration Department:

- Supervising day-to-day operations of the company and staff members.
- Ensuring office is stocked with necessary supplies and all equipment is working and properly maintained.
- Working with accounting and management team to set budgets, monitor spending, and other expenses.
- Coordinating with Clients, Banks, Insurance companies & Govt Sectors for daily activities.

cFirst Background Checks LLP- April 2017 to July 2019
Assistant Manager – Client Service

Ahmedabad, India

Research Department:

- Assisting the AVP in planning and implementing strategies to improve process as well as productivity.
- Conduct regular audits to the cases worked by the research team, to ensure missed outs are resolved.
- Track daily performance to project the weekly achievement required.
- Evaluate employee performance and identify hiring and training needs.
- Act as a medium between the management and Team, to ensure the process runs on same page.

Data Entry Department:

- Coordinate with case creation team to ensure appropriate cases are assigned to the team.
- Monitor bi-hourly assignment status with DE Team to ensure required cases are assigned in work queue of each associate.
- Random Audit on cases worked by DE team to avoid errors.
- Track daily report to ensure cases are not missed for

Demand Draft Department:

- Monitor daily inventory request and cost.
- Coordinate with Accounts & Finance Department to ensure the DD's are processed on time from Bank.
- Coordinate with Client Relations Department to ensure approvals for the amounts are delivered on time.
- Prepare daily reports and share the details to Business Head to keep a track of monthly expenses.

Client Service Department:

- To facilitate customer-centric and metric-driven culture by improving collaboration between vendors, sales team and operations
- Resolve client issues through quick and effective decision
- Supervise and train new hires to ensure competency of company's guidelines
- Motivate and support internal team to achieve each client's goal
- Manage daily client communications/conflicts through calls and emails
- Provide detailed reports on performance, efficiency, and client satisfaction to Reporting Manager
- Implement team goals and objectives and to ensure these goals and objectives are met.
- Attend sales call and to ensure they are converted for business
- Built relationships with established clients to ensure recurring revenue

Mednautix Private Limited–September 2015 to April 2017**Team Leader – Operations**

Ahmedabad, India

- Develop a strategy that the team will use to reach its goal.
- Provide training and feedbacks at regular intervals that team members need.
- Managing the flow of day-to-day operations.
- Create reports to update the company on the team's progress.
- Coach and help develop the team members to resolve dysfunctional behavior.
- To assure that the team addresses all relevant issues within the specifications and various standards.
- To recognize and celebrate team and team member accomplishments and exceptional performance.

Vodafone Shared Services (UK business)- August 2011 to November 2014**Executive – Operations**

Ahmedabad, India

- To ensure to close customer complaints with service response based on customer input. - To mentor and provide appropriate training to new joined with regards to the system as well as products and services.
- Schedule audits for working advisors and initiate follow-up contact for those enquiries which was not resolved.
- Presenting detailed solutions to the customers in a clear and easy way.
- To work with the research team and the client to source the relevant products and services to support their improvement plan and to make necessary changes as per the customer feedbacks.
- Identifying strengths and weaknesses of the advisors and suggests areas of improvement.

Education

- Master's in Business Administration in Operations Management from Sikkim Manipal University, 2014.
- Bachelor's in Computer Application from Sardar Patel University, 2011.

Certification courses

- Diploma in Tally.ERP9 from Nice Computer Education, 2015.
- Diploma in DTP (Corel Draw, Adobe Illustrator & Adobe Photoshop) from Nice Computer Education, 2015.

Personal Details

Date of Birth:	31/12/1989
Marital Status:	Married
Passport Number:	K7725963
Passport Details:	Date of Issue: 19/09/2012 Date of Expiry: 18/09/2022
Skype ID:	abison.abraham1
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Declaration

I hereby declare that the above-furnished are true to the best of my knowledge and belief.

Yours faithfully,
Abison Abraham