



# RASHIDA R

## ADMIN & CUSTOMER SERVICE EXECUTIVE

Sharjah, UAE | **Email:** rashidarashis1999@gmail.com | **Phone:** +971 566 177 367 | **LinkedIn:** Rashida  
**Passport Number:** W3962313 | **Visa Status:** Visit Visa | **Nationality:** Indian | **Availability:** Immediate

Detail-oriented Administration and Office Support Professional with strong experience in **documentation management, customer service, cashiering, data entry, financial coordination, and department support** across UAE and India. Skilled in handling **daily office operations, record management, attendance coordination, petty cash handling, KYC documentation, and client communication** with accuracy and confidentiality. Proficient in **MS Office, Tally ERP, CRM tools, and administrative workflows**, with a proven ability to support managers, streamline office processes, and ensure smooth operational efficiency. Seeking an administrative or office support role in the UAE to contribute to organizational productivity and service excellence.

## CORE SKILLS

- Office Administration & Coordination
- Document Control & Filing Systems
- MS Office (Word, Excel, PowerPoint)
- Data Entry & Record Management
- Customer Service & Front Desk Operations
- Petty Cash & Office Inventory Handling
- Scheduling & Attendance Management
- Email Correspondence & Reporting
- CRM & Database Updating
- Financial Documentation Support

## PROFESSIONAL EXPERIENCE

### Administrative Assistant / Accountant & Cashier

JUN 2024 – AUG 2024

#### Mudhish Group, UAE

- Managed daily office administration, documentation, filing, and departmental coordination.
- Collected, verified, and recorded cashier remittances and customer payments.
- Handled petty cash, maintained cash book, and prepared daily financial summaries.
- Coordinated employee attendance records, departmental updates, and reporting activities.
- Supported management with administrative tasks, data entry, and internal communication.

### Office & Customer Relations Executive

NOV 2022 – JUN 2023

#### CSB Bank, India

- Managed customer service, front-office operations, and branch administrative tasks.
- Handled documentation, KYC verification, account opening forms, and transaction approvals.
- Maintained customer records, processed deposits, withdrawals, and gold loan documentation.
- Assisted in day-to-day branch coordination, filing, and support for management.
- Ensured confidentiality of customer information and proper workflow management.

### Administrative & Finance Support Executive

MAY 2019 – APRIL 2021

#### IndusInd Bank, India

- Executed data entry, document verification, and customer file management for loan processing.
- Coordinated with customers for documentation submission, agreements, and application follow-ups.
- Performed credit checks, verification, and compliance documentation.
- Provided administrative support to the credit and sales teams, improving workflow efficiency.

## CERTIFICATIONS

- Tally ERP 9** – Futuresoft Technologies | Jun 2022 – Oct 2022
- Data Entry & Office Automation** – Futuresoft Technologies | Oct 2023 – Mar 2024

## EDUCATION

**Bachelor of Commerce (Finance)** | University of Kerala

2016 – 2019

**Higher Secondary Education (12<sup>th</sup>)** | Board of Higher Secondary Education, Kerala

2014 – 2016

**LANGUAGES:** English, Hindi, Malayalam, Tamil