

# Diana Ajiesh

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An organized, results-oriented Professional with an excellent track record of significantly increasing service quality, customer base. A highly efficient individual with extensive experience, able to adapt well to new environments and learn new processes quickly to achieve outstanding results. Ability to develop and maintain professional working relationships with co-workers and peers as well as capable of maintaining highly confidential information and adhering to the highest ethical standards.

## **PROFESSIONAL EXPERIENCE**

### **Xpand Business Services (Dubai, UAE)**

#### **Office Administrator**

**Feb 2018-Apr 2019**

- Supervising the delivery of Business support for department managers and front line staff.
- Directing and enhancing daily administrative operations relating to appointments, meetings and enquiries.
- Supervising training for new staff to ensure all aspects of the role are carried out effectively.
- Maintain an accurate database of customer information including contact details, product preference and any agreed terms.
- Schedule appointments with new business customers according to the requirements to meet with a company sales representative.
- Provide new employees with company benefits information and process their benefit enrollments.
- Recorded accurate minutes of the meetings.
- Maintained electronic and paper database and filing systems with accuracy.
- Coordinated office procedures and updated staff on any changes.
- Responsible for petty cash supplies .
- Responded to customer billing and financial billing and financial inquires.

### **McKinsey and Company (Chennai, TN)**

#### **Process Associate**

**Nov 2015-Apr 2016**

- Handling China, Hong Kong and Taiwan Offices. Processing invoices in Ariba and Oracle.
- Reduced time and costs and increased efficiency by introducing new accounting procedures.
- Running control reports, unpaid reports and coordinating with payment team for Wire and Cheque payments.
- Handling daily, weekly and bi weekly calls with local offices.
- Processing Ad-hoc and emergencies invoices and mails before payment cut off.
- Preparing and uploading Month end and year end accrual files.
- Handling vendor related and internal queries.
- Rectified escalated accounts payable issues from employees and vendors.
- Researched and resolved billing and invoice problems.

**Wipro Technologies (Chennai, TN)**  
**Accounts Officer**

**July 2013 - Nov 2015**

- Monitoring Supplier to validate and making corrections entries for the mismatched entries reflected in the error report in order to issuing payments as per term days.
- Ensure that the inflows of documents are processed and meet the SLA requirement.
- Processing of invoices for both the PO and Non-PO Invoice.
- Scanning the invoices through the client application and move the payments on priority basis.
- Vendor's payment processing and handling customer queries.
- Suggested process improvements to secure prompt and regular receipts for the organization.
- Coordinated approval processes of all accounts payable invoices.

**Skills**

- Customer service
- Microsoft Office
- Oracle
- Mainframe
- Time management

**Languages**

- **English**  
Full Professional Proficiency
- **Malayalam**  
Limited Working Proficiency
- **Tamil**  
Full Professional Proficiency

**Education**

- Master of Business Administration(Financial management), Institute of distance education, University of Madras, Chennai.
- Bachelor of Finance and Accounts (B.Com), Sri Kanyaka Parameswari Arts and Science College, Chennai.
- Higher Secondary , St.Francis Xavier's Anglo Indian Higher Secondary School, Chennai.
- High School, St.Kevin's Anglo Indian High School , Chennai.

**Personal Details**

DOB : 09/10/1992  
Gender : Female  
Marital Status : Married  
Nationality : Indian  
Passport Number : P1368147  
Visa Status : Spouse Visa