



PREM ANAND SUBRAMANIAM



CONTACT

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Villa #29, near ENBD Bank, Al satwa, Dubai, UAE



MY OBJECTIVE AND PASSION

My passion is on utilizing the experience gained in my tenure to provide organizations with value-added advice and assurances of the process in place and impacting positive organizational outcomes through customer service and streamlined operations. Confident to collaborate with cross functional teams to solve complex, high stakes problems. Committed to continuous improvement and contribution to team success



SKILLS

Collabarative and Initiative driven
Exceptional Interpersonal and Conflict Resolution
Analytical and Team Building
Decisiveness and attention to details



CAREER TIMELINE OVERVIEW

Al Malomat - ENBD - Direct Sales Agency

May 2023 - Till date

Sales Executive - Credit Cards - Personal Loan
Imperative roles & responsibilities

- Responsible for sourcing new prospects, seeding new contact, referrals and converting them into lead closures.
- Achieving standard deliverables including meeting sales quotas, positive customer relations, and assisting customers with knowledge on new products and offers available in the market.

Arin Info Services - Bank Support Center

Feb 2016 - Feb 2023

Assistance Manager - Operations and Collections
Imperative roles & responsibilities

- One point of contact for all queries on bank accounts, cash deposit, disputes, Point Of Sale, cheque and grievances on account maintenance and other various transactions.
- Governed cash collection in the unit for more than 6 years, working in both customer-facing and operational roles. Expert in executing cash transactions, managing payment collections and providing exceptional service to customers from diverse backgrounds.
- Possess strong analytical skills to ensure accurate and efficiency in managing daily financial transaction and maintaining precise records of transactions.
- Being multilingual, which enables to effectively communicate with customer with different cultural back ground and address their concerns or inquiries and establishing rapport and trust.
- Handled high transaction volumes with ease, comfortable working under pressure and prioritize efficiency while maintaining accuracy. Flexible in working hours to meet customer needs.
- Handled all types of SRs logged in CRM queues and fixed the identified process and system gaps and provided feedback to business unit
- Collabrated with the other units to identify and resolve issues affecting customer service and product support team for tools and process betterment.
- Recruited, mentored and trained team members to develop a robust work culture and environment for personal and professional betterment.

Citi Bank

September 2011 - December 2015

Senior Executive - Banking and NR

- Resolved customer's queries and complaints flown via all channels i.e customer support, other units, email for NR & Domestic accounts
- Corodinated with other teams on cash, cheque clearing, dispatch, ATM ops, App support and maintenance to resolve customer's queries.
- Validation of resolved complaints to reduce repeated complaints and Knowledgeable with products, processes, and policies which are offered primarily by bank's product support team
- Received all types of SRs to contact center, investigated and identified appropriate resolution to avoid escalations
- Analysed daily run rate, implemented training processes, SOP, diagnosed inbound calls to identify for any skill base training requirements to gauge and increase efficiency and productivity.

Peak Infotech - Client Support

Aug 2006 - Feb 2011

Team Leader

- Handled customer inquiries via phone, email and chat, resolving issues in a timely and efficient manner
- Achieved above 90% customer satisfactory score and consistently met and exceeded SLA and KRAs
- Proficient in Microsoft office and customer service software, knowledge of customer best practices and principles
- Trained and managed team members with product and process updates, frequent monitoring of performance for higher productivity



CAREER HIGHLIGHTS

- Recognised as " Best performing Team leader" consecutively for 3 quarters in Peak Infotech.
- Achieved PAN India No -1 in 2013 for entire banking division across all locations in Citi Bank.
- Was awarded " Best AM" for 1st and 2nd quarter in 2019 in Arin Info Services.



CERTIFICATIONS

- Hardware and Networking
- Business communication and Management operations.



ACADEMIC PROJECTS

- Indian Overseas Bank
Cash management and Credit analysis
- Foreign exchange transactions,Counterfeit and forfeit currency
- Cheque clearing process & Account maintenance
- Transaction processing (deposits, withdrawals, wire transfers, etc)



EDUCATION

The New College

2001-2004

Bachelor's in Banking Management

● Madras Unniversity - persuing
2023-2025
MA Public Administration

♥ INTERESTS

- Community services, traveling
- Zonal Volleyball team captain
- Assisted in Remodeling bikes for professional racers

👁 PERSONAL INFORMATION

- Father's name: L. Subramaniam
- DOB : 4-4-1983
- Language known : Thamizhl, English & Hindi
- Nationality: Indian