



Mahendra Singh

Banking Professional

Analytical and results oriented Banker, adept at streamlining daily financial operations whilst translating complex data into actionable information to achieve strategic organizational goals. Looking to join an advanced organization that allows for further career growth and exposure.

Contact

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Email

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Address

Dubai

Education

2015

MBA

ITS College - INDIA

2011

BBA

SITM College - INDIA

Expertise

- Customer Handling
- Customer Due Diligence
- Retail & Corporate Banking
- Audit & Compliance
- Sales & Documentation
- Financial Analysis
- Account & Cash Handling
- Currency Conversion

Language

English

Hindi

Experience

2021-2022

CSB Bank Limited

Assistant Manager

- Rendering efficient customer service by ensuring that resolution time close escalations and customer queries is 30 minutes which is 50% lower than the company average. This resulted in more engaged customers and facilitated organic growth.
- ATM loading, offloading, and tally cash on site ATM in Branch. Processing clearing cheque, inward and outward, maintaining stock cheque book, FD, ATM card, DD AND other inventory stock.
- Perform independent check KYC information provided by sales team. Processing transaction vis cash deposit withdrawal NEFT RTGS and fund transfer.

2020 - 2021

ICICI Bank Limited

Personal Banker (HNI & NRI) officer

- Managing 30-40 customers requests on a daily basis via face to face interactions, email or phone using systems like Finacle and service first along with using Microsoft office, excel and PowerPoint. Provide an array of services to both retail and corporate clients for growth of BBB segment.
- Engaged in client acquisition activities, presenting to clients, closing deals, managing and developing client accounts. Ensure regular monitoring of client satisfaction and service quality levels by ensuring that client expectations are consistently met and exceeded. cross sell and refer business to other areas of the bank e.g. Private Banking, Corporate Banking, etc.

2017-2020

RBL Bank Limited

Personal Banker (Operation) officer

- Executed customer transactions regarding cash, money orders and money exchange. Maintained balancing record with 100 % rate of accuracy.
- Proficient in exchanging currencies like GBP, EURO and USD. Processed exchange and foreign currency.
- Recorded amount received and prepared report of transactions. Exceeded monthly sales goal.
- Responsible for balancing bank vault daily, filling ATM weekly, and performing audits as needed.

2015 - 2017

Axis Bank Limited

Bank Teller

- Successfully performed a full range of teller duties, average 145 customer transactions per day. Executed 100% of cash and credit transactions and ensured the total matched the recorded receipt totals. Cross-sell banking services and products to client. Helped clients access their safe deposit boxes, and cash boxes.
- Recruit new customers and open new accounts. Average of 10-12 new accounts per month. Suspicious transaction reporting and branch expenses handling.