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Dubai, United Arab Emirates

Nationality: Indian

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EDUCATION

MBA - Marketing Management

Bharathiar University,
Chinmaya Mission College,
Kerala, India, 2009

Bachelor of Commerce
University of Calicut,
Chinmaya Mission College,
Kerala - India, 2007

LANGUAGES

English
Hindi
Malayalam
Tamil

BIBIN. PR

BANKING & FINANCE PROFESSIONAL

PROFESSIONAL SUMMARY

A well-presented, industrious and highly personable individual who has 13 years of experience in Banking with exposure in Branch Banking operations and Sales. Exemplary customer service skills and thorough knowledge in Banking and financial service industry. Expertise in providing advisory services to HNI and corporate clients in Banking products and Investment solutions.

SKILLS

- Leadership quality.
- Excellent communication skills & good customer interaction.
- Good analytical and problem-solving skills.
- Product training & staff training.
- Excellent team building skills.
- Relationship building and management.
- Good in time management.

WORK HISTORY

Branch Manager - ESAF Small Finance Bank Ltd, Kerala, India
March 2019 - July 2023

- Managed team of seven employees
- Improved staff skills by providing training and conducting performance evaluations
- Managed more than 500 HNI clients directly
- In the financial year 2022-23, more than 200 HNI customers have been added to the branch.
- Developed and executed marketing strategies to increase branch deposit size by 50% in one year.
- With excellent strategic planning and through exceptional team management, the branch could achieve revenue targets even in periods of Covid pandemic.
- Branch won All India Customer Service Excellence Award in financial year 2019-20, 2020-21 and 2021-22 with 5-star rating for exceptional customer service
- Achieved three consecutive year's International Training programs
- Achieved two consecutive promotions during this span and grade changed from Manager to Senior Manager

- Achieved GREEN BANK AWARD in 2020, 2021, and 2022 for making a positive impact on the planet through team's adherence to green protocols in practice and excellent performance in building green portfolio.
- Trust in servant leadership, and it helps to grow together as a team by continuous focus and effort. That helps to promote two of my team members as Branch managers.

Branch Operations Manager - ICICI Bank Ltd, Kerala, India
September 2010 - February 2019

- Started my banking career in ICICI bank as a trainee and successfully worked my way up from Customer service officer, Assistant manager to Branch Operations Manager.
- Managed overall branch operations and evaluated customer service performance of branch staff.
- Led development, planning and implementation of branch's overall sales and marketing strategies.
- Controlled cost internally to minimize expenses and maximize bottom line profits.
- Engaged employees in business processes with positive motivational techniques.
- Performed monthly compliance checks.
- Resolved various issues impacting sales management and business operations.
- Handled forex desk and retail loans desk.

District Sales Manager - Piramal Healthcare Pvt Ltd, Kerala, India
June 2009 - March 2010

- Handled sales of pharmaceutical products in one District.
- Surpassed business sales targets by devising, deploying and optimizing sales strategies.
- Build effective relationships with Doctors, Hospitals, Chemists and distributors and there by achieved month on month Sales target.

DECLARATION

I do hereby declare that the particulars of information and facts stated herein above are true, correct and complete to the best of my knowledge and belief.

Bibin PR