

# VEENA P V



## Work History

### BRANCH OPERATION MANAGER

CSB Bank - Kerala , India 2021 - 2022

- **Operational Management:** Oversaw all aspects of branch operations, including cash management, account services, and transaction processing, ensuring smooth and efficient daily functioning.
- **Customer Service:** Prioritised the delivery of exceptional customer service, addressing customer inquiries, resolving issues, and maintaining high levels of customer satisfaction.
- **New Business Development:** Identified potential business opportunities and contributed to expanding the branch's customer base.
- **Staff Training:** Conducted training sessions for branch staff to enhance their skills, product knowledge, and customer service abilities.
- **Performance Monitoring:** Monitored branch performance metrics and key performance indicators, implementing strategies to improve efficiency and productivity.
- **Regulatory Compliance:** Ensured strict adherence to banking regulations, policies, and procedures to maintain the branch's compliance with legal and industry standards.

### CUSTOMER SERVICE OFFICER / TELLER

Axis Bank pvt Ltd.- Kerala , India 2017 - 2021

- **Greeted and welcomed customers**, providing a positive and professional first impression of the bank and Assisted customers with a wide range of inquiries, including account information, transactions, and banking products and services.
- **Conducted cash transactions**, including deposits, withdrawals, and cash exchanges, while maintaining accuracy and adherence to security protocols.
- **Provided support in opening new accounts**, processing applications, and updating customer information in compliance with bank policies.
- **Balanced cash drawers daily**, ensuring precision in handling and maintaining accurate records of all transactions.
- **Adhered to strict compliance guidelines** and bank policies during all teller transactions
- **Demonstrated expertise in digital banking solutions** and assisted customers in adopting and using online banking platforms.
- **Conducted customer needs assessments** to identify opportunities for personalised service and product recommendations.
- **Promoted and cross-sold** various banking products and services to meet individual and branch sales targets and Conducted customer needs assessments to identify opportunities for personalised service and product recommendations.

## Education History

### DIPLOMA IN BANKING

[Manipal University , Bangalore India - 2017]

### POST GRADUATION DIPLOMA IN ACCOUNTING & FINANCE

[Kannur University , Kerala , India - 2016 ]

### BACHELOR OF COMMERCE IN CO - OPERATION | ACCOUNTING

[Kannur University , Kerala , India - 2015]

## Personal Profile

A dedicated and experienced customer service and banking professional with four years as a customer service officer come teller at axis bank and six month as a Branch Operation Manager at CSB Bank India, With a diverse skill set and strong background in the financial and customer service sector, I bring a unique blend of expertise to the table.

## Contact Details



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## Certificate and Achievements

- IRDA & NISM Certification Holder
- NRE Home Coming Contest 2019 Winner
- Continuously achieved ' A ' Rating in all the Internal audit faced in Axis bank
- Beat the Heat Life Insurance Campaign 2018
- "Life Insurance Oscar" A Life Insurance Campaign 2019

## Key Skills

- Branch Operations Management
- Customer Service Excellence
- Sales and Business Development
- Strong verbal and written communication skills
- Problem Solving
- Time Management
- Broad knowledge in Banking & Finance
- Customer Relationship Management
- Positive & Proactive Team Worker
- Technology Integration : familiar with banking software & Technology

## Language

- English
- Hindi
- Malayalam
- Tamil