

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]

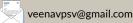
### **Personal Profile**

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**



ABU-DHABI, UAE





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#### **Certificate and Achievments**

- 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
- Malavalam
- Tamil