



# JITHINLAL M R

## Assistant Bank Manager

### My Contact

✉ jithinlalmr@gmail.com

☎ +971 56 936 7186

📍 Shabiya 10, Abu Dhabi, UAE

### Skills

- Dependability
- Multilingual Communication
- Customer Relationship Management
- Quick learning
- Negotiation Skills
- Decision making capability
- Problem Solving Skills

### Highlights

- Money management
- Staff development
- Customer support
- Revenue generation
- Program implementation
- Audit procedures
- Process improvements
- People-oriented

### About Me

Assistant Bank Manager with solid leadership skills and experience dependably achieving branch goals. Strengths and talents shine in a competitive innovative and creative environments. Track record of increasing sales improving client retention and growing customer base.

### Professional Experience

#### Axis Bank, India

2021 December–2023 September

#### Assistant Bank Manager

- Achieve Business budgets as assigned on a monthly basis consistently.
- Promoting the bank's products by taking part in marketing activities and customer visits outside the branch
- Contact existing customers for bringing in more deposits and cross-selling of bank's products.
- Timely and accurate processing of customer transactions and requests.
- Handle customer queries and provide correct solutions to ensure there are no customer complaints.
- Introducing new members to the banking platform and software.
- Performing general administration tasks and regular account maintenance
- Using banking software to update account information

## Education Background

---

Bachelor of Commerce and Co-operation (B.com)

Diploma in Computer Application (DCA)

High school, SSLC

## Software Exposure

---

- Tally ERP 9.0
- MS - Excel, MS-Word
- Operating system
- Microsoft Outlook
- Adobe Photoshop

## Personal Details

---

Date of Birth : 05-04-1995

Nationality : Indian

Passport No. : X9691658

Visa status : Visit Visa

Visa Expiry : 20-11-2023

## Languages Known

---

English  
Malayalam  
Hindi  
Tamil

### **HDFC Bank LTD, India**

**2019 March-2021 November**

#### **Sales Officer**

- Generate new customer leads through various channels
- Conduct business development activities in the geography assigned.
- Follow up on new leads and referrals to generate business.
- Achieving the monthly sales targets, assigned for various products and services
- Follow internal guidelines and procedures of the bank
- Ensure customer satisfaction through regular engagement
- Resolve customer queries/issues and facilitate customer service
- Maintain periodic status reports, including daily activity report and calls/ follow-ups made.
- Cross sell assets and fee products

### **Wincon Tiles, India**

**2018 February-2019 February**

#### **Accounts executive**

- Working with tally, sales and journals
- Preparation of statutory accounts
- Controls credits and chasing debts
- Reconciling finance accounts and direct debits
- Manage petty cash transactions