



# JITHINLAL M R

## Assistant Bank Manager

### My Contact

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☎ +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

2022 October-2023 September

#### Assistant Manager

- Lead shifts of cashiers, tellers, and other banking personnel in the absence of the Bank Manager.
- Introducing new members to the banking platform and software.
- Researches teller errors and outages and effects proper resolution
- Contact existing customers for bringing in more deposits and cross-selling of bank's products.
- Timely and accurate processing of customer transactions and requests.
- Open and close the branch of the bank in the absence of the Bank Manager.
- De-escalate and calm angry or upset clients down, and provide suitable resolutions for clients within the bank.
- Performing general administration tasks and regular account maintenance
- Using banking software to update account information

## Education Background

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

Diploma in Computer Application (DCA)

High school, SSLC

## Software Exposure

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

## Personal Details

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Date of Birth : 05-04-1995

Nationality : Indian

Passport No. : X9691658

Visa status : Visit Visa

Visa Expiry : 20-11-2023

## Languages Known

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English  
Malayalam  
Hindi  
Tamil

### **ICICI Bank LTD, India** **2021 December-2022 October**

#### **Assistant Manager II**

- Liaise with the bank manager to ascertain the priority workloads on any given day.
- Ensure that any queries are resolved, whether from staff members or customers.
- Keyholder to the safe room or safe deposit box room.
- Assisting customers with processing transactions, such as deposits, withdrawals, or payments, resolving complaints or account discrepancies, and answering questions
- Manages the teller operations for the branch

### **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** **2016 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