



Ajai Raju

Dubai, United Arab Emirates

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Objective

To pursue a challenging career and be a part of progressive organization that gives a scope to enhance my knowledge and utilizing my skills towards the growth of the organization.

Experience

- **CSB Bank** **21.12.2022 –13.06.2023**
Customer Relation Officer (CRO)
 - Responsible for new business acquisition besides originating and processing savings and trading account. Enhancement and deepening the existing relationship by cross selling products and services as per the profile and need of the customer. Responsible for doing daily operational activities in the bank.
- **Axis Bank** **07.02.2020 – 17.09.2022**
Assistant Manager Operations
 - Responsible for assisting the manager with resource management, operational excellence, managing partnerships, associate development, proficiency building and retaining customer relationships.
 - Increasing customer engagement through other non-investment product like loans.
 - Maintain the highest level of customer service in all actions and interactions.
 - Treat all customers equally and fairly.
 - Manage daily operational activities of small team of analysts.
 - Effective at complex problem resolution and expected to assist in resolving all difficult issues.
 - Execute sales and service plays and processes.

Education

- **Saintgits Institute of Management** 2017-2019
MBA – 71%
- **Saintgits College of Applied Sciences, Kottayam** 2014-2017
B.Com – 62%
- **Jerusalem Mount Higher Secondary School, Kottayam** 2012-2014
Higher Secondary – 72%
- **Jerusalem Mount Higher Secondary School, Kottayam** 2012
Matriculation – 76%

Projects

- **PG Projects**

Completed 45 days of summer internship at MRF Tyres, Kottayam to familiarize with various departments of the company.

MBA Comprehensive Project: A Study on factors influencing the purchase intention of branded deodorants and perfume products.

MBA Mini Project: Factors influencing the purchase intention of branded cosmetic products.

- **UG Project**

A project of impact of online advertisement on youth.

Certifications

Certified to act as a specified person for corporate agent (composite) through Insurance Regulatory and Development Authority of India.

Skills

- Computer Skills: M S Office including Excel, Powerpoint and Word.
- Key Skills: Meticulous attention to detail, comprehensive problem-solving skills, ability to work to deadlines under pressure, good communication skills, good coordinator and a team player.

Language

- Malayalam (Read, Write, Speak)
- English (Read, Write, Speak)
- Tamil (Speak)

Extra Curricular Activities

- Committee head of the national level management fest SIMTHESIS 11.0
- Participated in marketing game at Kristujyothi College of Management and Technology, Kottayam.
- Conducted TiEcon Fostering Entrepreneurship Kerala 2017.

Reference

Soji Jacob
Operation Manager
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Declaration

I hereby declare that the above furnished information is true and to the best of my knowledge.

Place :

Date :

AJAI RAJU