



# Jasin Sathi

## Service Excellence Manager - Branch Operations

Results-oriented professional with a comprehensive background in banking operations. Seeking a challenging role where my strategic leadership, process optimization skills, and hands-on management experience can contribute to the efficiency and success of a financial institution. Dedicated to driving operational excellence, fostering a positive work environment, and implementing innovative solutions to enhance overall organizational performance.

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📍 Dubai, United Arab Emirates

## WORK EXPERIENCE

### Service Delivery Manger - Cash RBL Bank LTD

06/2023 - 09/2023

Mumbai

#### Achievements/Tasks

- Pioneered and oversaw the authorization of diverse transactions at the branch level, such as Cheque Clearing, Account Openings, and Office Accounts Reconciliation, consistently ensuring precision and compliance with regulatory standards.
- Demonstrated exceptional responsiveness in handling legal notices, consistently meeting or surpassing Turnaround Time (TAT) expectations, showcasing a keen understanding of legal and regulatory frameworks.
- Championed a customer-centric approach by proactively managing customer inquiries, guaranteeing optimal satisfaction levels and cultivating enduring relationships.
- Played a pivotal role in developing and maintaining robust internal controls, ensuring the security and integrity of financial transactions in alignment with industry best practices.

### Assistant Branch Service Operations Manager DCB Bank LTD

11/2019 - 05/2023

Mumbai

#### Achievements/Tasks

- Spearheaded the efficient authorization of critical transactions, including (RTGS/NEFT), Cheques Clearing, Account Openings, and Office Accounts Reconciliation, ensuring strict adherence to regulatory guidelines to bolster operational efficiency at the branch level.
- Demonstrated legal acumen and prompt responsiveness in addressing legal notices within stipulated Turnaround Time (TAT), showcasing a commitment to compliance and risk management in service operations.
- Played a pivotal role in the loan application process, collecting comprehensive information to facilitate efficient decision-making and support seamless operations.
- Proactively analyzed active loan files on a regular basis, recommending innovative solutions to accelerate the loan processing timeline and enhance overall efficiency in branch service operations.

## EDUCATION

### Bachelor of Commerce Mumbai University

2015 - 2017

## SKILLS

Data Analysis & Reporting

Project Management

Record Keeping & Documentation

Customer Relationship Management

Ms-Excel

## ACHIEVEMENTS

### Outstanding Performance

Achieved 100% Quality Score for Teller Service Executive in Last 2 Years At DCB BANK LTD

### Outstanding Performance In Goalsheet

Awarded with a certificate in appreciation for outstanding performance in Goalsheet.

## LANGUAGES

Hindi

Native or Bilingual Proficiency

English

Full Professional Proficiency

Marathi

Full Professional Proficiency

## INTERESTS

Travelling

Carrom

Books