



## ABOUT ME

Performance-driven leader providing high-level administrative and operational support. Specializing in the Financial Services Sector. I am a hard working, honest individual. I am a good timekeeper, always willing to learn new skills.



+971-567524701



NEAR AL GUBAIBA BUS STATION,  
BURDUBAI, United Arab Emirates  
(Home)



aswathyajith1998@gmail.co

Date of Birth - 25/07/1998  
Nationality - Indian  
Gender - Female

# ASWATHY

## Skills

- Fluency in both spoken and written English
- A levels/High School certificate
- Excellent interpersonal and customer service skills
- PC Based skills to operate windows package (MS Word/Excel/E-mail)
- Willing to work in a shift environment
- Conceptualization & Copywriting

## Work Experience

**April 2022- June 2023**

**Indusind Bank**

**Associate Service delivery manager**

- Administer the balancing of branch vault, ATM, teller cash deposit and teller cash recycler with a daily total of more than 5-10 lakhs
- Leverage organizational and prioritization abilities, coupled with superior attention to detail to efficiently process 20+ transactions per hour, attending 50+ customers on a daily basis
- Establish strong credibility with clients by providing accurate information to address concerns regarding their accounts and other bank products, results in achieving the highest rate of customer loyalty and retention.
- Serve as a team lead in the absence of supervisor to maintain seamless bank operations and procedures.
- Provided efficient support to the assistant manager in overseeing the day to day operations to ensure an efficient and productive business work flow
- Maximized customer satisfaction by catering a proactive day to day call assistant to address client concern

## Language Skills

Mother Tongue - Malayalam  
Others - English / Hindi

## Digital Skills

- Microsoft Word
- Microsoft Excel
- Google Docs
- Outlook
- Tally ( Basics)

## Passport Details

- Passport No. Y5790832
- Date of Issue: 06/07/2023
- Date of Expiry : 05/07/2033
- Place of Issue: Trivandrum

## VISA Status

- Tourism / Visit
- Validity : 19/12/2023 to 16/02/2024

## Education History

**June - 2019- March 2022**

**Thiruvalla, India**

- Post graduation (MA Economics) (CGPA 3.57) MG University Kerala (BAM College Thuruthicad)

**June 2016- March 2019**

**Changanacherry, india**

- Graduation ( BA Economics) (CGPA 7.48) MG University Kerala ( NSS College Changanacherry)

## Additional Information

### Organisational skills

- Banking Operational support Solution development
- Client relationship management Training and coaching
- Active listening and communication Staff management
- Documentation Department management Time management

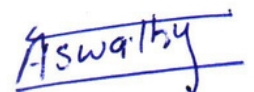
### Additional work history

**Admin / Teacher, Jaya Kerala Dance Institute  
2016 – 2023**

- Registration and enrollment of new students
- Book keeping and fee collection
- Communication of dance school updates to students / parents
- Choreographer and performer at events since 15 years

I hereby declare that the above mentioned details are true to the best of my knowledge and belief.

**BUR DUBAI**



**ASWATHY**