

AMAL THOMAS

CONTACT

- +971 557723067
- ☑ amalthomas3998@gmail.com
- ជ្រាំ Dubai, UAE

ACADEMIC CREDENTIALS

MASTER OF BUSINESS ADMINISTRATION |2019

- MG University

BACHELOR OF COMMERCE | 2017

- MG University

HIGHER SECONDARY

- Board of Higher Secondary Examination, Kerala, India

SSLC

- Board of Public Examination, Kerala, India

COMPUTER PROFICIENCY

MS Office	* * * * *
Basic Operation	* * * * *
Internet & Email	* * * * *

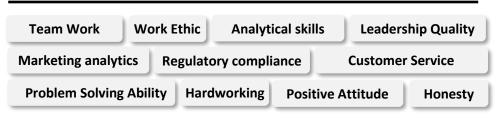
LANGUAGES KNOWN



PROFILE SUMMARY

Results-driven professional with four years of progressive experience in the banking and finance sector. Commenced the journey as a dedicated Finance Trainee and swiftly progressed through roles as a Management Trainee and Customer Service Officer before being promoted to the position of Operations Manager. Demonstrated expertise in streamlining financial operations, delivering exceptional customer service, and cultivating a robust understanding of diverse banking functions. Possesses a keen eye for detail, ensuring accuracy in financial transactions, compliance with regulatory standards, and delivering topnotch service to clients.

KEY SKILLS



EMPLOYMENT CHRONICLE

OPERATIONS MANAGER (Promoted) | 2 Years CUSTOMER SERVICE OFFICER | 2 Years ICICI BANK, CHALAKUDY

KEY RESPONSIBILITIES

- Meeting or exceeding sales targets for various banking products like loans, credit cards, and investment opportunities.
- Developing and maintaining relationships with clients and businesses to generate leads and expand the customer base.
- Collaborating closely with the operations Manager to ensure smooth operations within the branch, overseeing cash handling, account transactions, and operational procedures.
- Overseeing and streamlining operational processes to enhance efficiency and productivity.
- Conducting regular compliance audits to mitigate risks and maintain legal and regulatory compliance.
- Managing a team, ensuring seamless customer service, and maintaining high service standards.
- Implementing strategic initiatives to optimize workflow and meet organizational objectives.
- Providing exceptional customer service, addressing inquiries and resolving issues promptly.
- Managing customer accounts, processed transactions, and ensured customer satisfaction.
- Recognized for dedication and promoted to Operations Manager for exemplary performance.

PERSONAL STRENGTHS

- PROCESS IMPROVEMENT: Ability to analyze current processes, identify inefficiencies, and implement improvements for enhanced productivity and efficiency.
- STRATEGIC PLANNING: Proficiency in developing and executing strategic plans to achieve operational objectives and long-term goals.
- FINANCIAL ANALYSIS: Understanding financial statements, conducting financial analysis, and interpreting data to make informed decisions for the branch's operations.
- RISK MANAGEMENT: Knowledge of risk assessment, mitigation strategies, and implementation of risk management practices to ensure compliance and minimize operational risks.

PERSONAL DOSSIER

Gender	: Male
Date of Birth	: 07/08/1996
Nationality	: Indian
Marital Status	: Single
Passport Number	: R 0948073
Visa Status	: Visit Visa

INTERESTS

4 P

 \longleftrightarrow

Reading

Songs Travelling

REFERENCE

Available upon request

MANAGEMENT TRAINEE Jun 2019 – Aug 2019 FUTURE RETAILS

KEY RESPONSIBILITIES

- Collaborate with the store manager to implement effective sales and marketing strategies.
- Engage with both new and existing clientele to better understand their preferences and needs.
- Participate actively in managing inventory, including tasks such as restocking, pricing adjustments, and optimizing product placement.
- Provide comprehensive product information, address customer inquiries, and offer expert guidance.
- Lead and motivate the sales team to achieve specified targets and goals.
- Focus on achieving sales targets, actively contributing to the overall success of the store.
- Analyze sales data to identify trends and opportunities for enhancement.
- Offer valuable insights and recommendations based on market research to improve the store's product offerings and refine marketing strategies.

FINANCE TRAINEE | Jan 2019 - May 2019 AIR INDIA SATS

KEY RESPONSIBILITIES

- Collaborate with the Accounts Manager for day-to-day financial operations support.
- Manage receipts and payments with a focus on accuracy; perform regular reconciliations of bank statements and accounts.
- Work alongside the finance team to resolve financial record discrepancies and variances.
- Assist in preparing financial statements for internal and external stakeholders.
- Support audit processes by addressing auditor inquiries and providing necessary information.
- Aid in generating necessary financial reports, summaries, and analyses as requested.
- Organize and maintain up-to-date financial files for easy retrieval and reference.

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars