



AMAL THOMAS

CONTACT

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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

English	100 %
Malayalam	100 %
Hindi	85 %

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 top-notch service to clients.

KEY SKILLS

Team Work	Work Ethic	Analytical skills	Leadership Quality
Marketing analytics	Regulatory compliance	Customer Service	
Problem Solving Ability	Hardworking	Positive Attitude	Honesty

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

Songs

Travelling

Reading

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

AMAL THOMAS