

# Aswathy .

Office Administrator(immediate joiner)

Performance driven leader providing high-level administrative and operational support .Specializing in financial sector .Iam a hard working,honest individual.Iam a good time keeper,always willing to learn new skills and ready to work in Shift



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📍 Bur dubai, UAE

## EDUCATION

### Post Graduation Mahatma Gandhi University

06/2019 - 03/2021

kerala

### Graduation Mahatma Gandhi University

06/2016 - 03/2019

kerala

## WORK EXPERIENCE

### Associate Service Delivery Manager Indusind Bank

04/2022 - 05/2023

kerala

#### Achievements/Tasks

- Administer the balancing of branch vault, ATM, teller cash deposit and teller cash recycler with a daily total of more than 5-10lakhs
- 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

## SKILLS

TEAM WORK

CUSTOMER FOCUS

COMPUTER SKILLS

EFFECTIVE COMMUNICATION

DOCUMENTATOR

TIME KEEPER

multi tasking

DECISION MAKING

INSPIRING OTHERS

Quick learner

## PERSONAL PROJECTS

Investment and saving habits in homemakers in kerala  
(01/2021 - 03/2021)

## CERTIFICATES

Cognizance-2k17-18 IIT Roorkee Events  
(06/2018 - 06/2018)

certificate of soft skills

## LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Malayalam

Full Professional Proficiency

Tamil

Elementary Proficiency

## INTERESTS

Dancing

Singing

Drawing

Choreography

Learning new skills