



SHAMSEERA THAYULLATHIL

Mob : +971551434253

Email : shamseerashaza@gmail.com

Personal Information

Date of Birth : 17th June 1988
Nationality : Indian
Sex : Female
Marital Status : Married

Language Known

English

Malayalam

Hindi

Tamil

Passport & Visa Status

Passport # : X6785286
Visa Status : Husband's
Visa

OBJECTIVE

Challenging and an enduring career in a well-established company that will effectively utilize my organizational, creative skills and experience, where a wider scope of my abilities and qualifications would be enhanced to better achieve assigned goals and objectives.

Ability to build strong rapport with personal, customers and associates based on knowledge, professionalism and integrity, Enhance knowledge and skills through continuing education opportunities. Honest, straightforward, innovative and a quick learner.

PROFESSIONAL EXPERIENCE

JOB DESCRIPTION

Assist customers with financial transactions such as deposits, withdrawals, transfers and check cashing. Additional duties include counting cash, answering phones, filing deposit slips, collecting payments, resolving customer issues and they are expected to have an in-depth understanding of the bank's systems and policies.

1 .Working as Deputy Manager/Sales with HDFC BANK Mahe Branch. Since 2nd January 2023 to 7th June 2023

RESPONSIBILITIES

- Developing and implementing sales strategies to meet branch targets
- Managing a team of sales executives and providing leadership and guidance
- Handling customer complaints and resolving issues in a timely manner
- Identifying opportunities to improve cost-efficiency
- Assessing customer preferences and behavior
- Training sales staff on new product features and benefits
- Promoting products through targeted sales and marketing efforts
- Training staff and customers on digital banking technologies
- Conducted product training sessions for HDFC Bank's staff to enhance product knowledge
- Maintained accurate records of sales activities, client interactions, and transaction
- Resolving customer complaints or issues in a professional and timely manner
- Participating in regular training sessions to stay updated on bank policies and procedures

2. Working as Teller with HDFC BANK Vatakara Branch. Since 11th December 2017 to 13 August 2021

RESPONSIBILITIES

- Receiving and placing customer service telephone calls
- Handling various financial transactions accurately, including deposits, withdrawals, and transfers
- Counting cash and coins efficiently while maintaining accuracy
- Balancing cash drawers at the beginning and end of shifts to ensure accuracy
- Processing checks, cashier's checks, money orders, and other financial instruments
- Providing information about different types of accounts, interest rates, and fees
- Ensuring compliance with banking regulations and security procedures
- Verifying customer identities before conducting transactions
- Referring customers to appropriate banking specialists for additional services like loans or investments
- Handling foreign currency exchange transactions
- Assisting in opening and closing accounts for customers.

3. Worked as Customer Service manager (AM grade) with INDUSIND BANK at Kannur Branch Since 1st June 2016 to 31st November 2017

RESPONSIBILITIES

- Managing all Customer Services in the Branch
- New Saving and Current Account
- Conducting Welcome Calling, Keeping Good relation with customer
- Cross Selling of different products with in the assigned portfolio
- Achieving monthly targets.
- Make incentives every month
- Recognized by Regional & Market managers for excellence in sales management.
- Developed, managed and cross-sold investments, deposit accounts and loans for commercial & retail cliental for the Banking Market.

4. Worked in HDFC Life Ltd for Bancassurance Channel (HDFC Bank Ltd, NADAPURAM Branch) as Sales Development Manager (SDM) handling Investment products. Since 17th December 2014 to 30th May 2016

RESPONSIBILITIES

- Participate in lead generation activities planned by the branch.
- Sales calls driven by cold calling.
- Acquiring life insurance product and achieving monthly targets.
- Make incentives every month.
- To motivate our team members
- Delivered comprehensive staff training in product sales and tracked performance of both sales and individual employee work

5. Worked in Galaxy Resource from July 2011 to Sep 2012 as HR Consultant

RESPONSIBILITIES

- Make a hiring plan based on the requirement given by the clients.
- Sourcing Techniques used:
- Job Portals-Naukri, Monster, Quickr, LinkedIn, Facebook Search etc., Conducting Telephonic interviews.
- Involved in End-to-End recruitment.
- Ability to handle a team depending on demands.
- Competent HR professional with patience and excellent listening ability can comprehend staff problems and provide solutions by deploying and initializing all possible efforts.
- Tough decision maker and unique solution provider for all the issues and ability to withstand and confront any type of pressure

EDUCATIONAL QUALIFICATIONS

Academic Qualification

- MBA in Human Resource Management & Marketing with 74% from National Institute of Management studies (Madras University)
- Bachelor of Business Administration with 60% from Calicut

Academic Projects

- MBA project-“Study on Overall functions of Malabar Institute of Medical sciences” with reference to “Malabar Institute of Medical sciences” for 30 days.
- MBA project- “Effectiveness of time management system” with reference to “Dream software Pvt. Ltd Chennai”for 90 days.
- BBA project- “satisfaction level of employees with special” with reference to training at “Malabar Group of companies”, Calicut.

TECHNICAL KNOWLEDGE & COMPUTER EFFICIENCY

- MS office 2017
- E-Mailing tools-MS Outlook, Windows Outlook, Yahoo and Google
- Operating System- Windows 10

PERSONALITY TRAITS

- Schedule oriented and detail conscious
- Willing to listen to complaints
- Inspire others to join
- Enthusiastic and expressive and optimistic.

PROFESSIONAL STRENGTH

- Excellent Leadership qualities
- Good Team Player and Service Oriented.
- Excellent communication and interpersonal skills
- Ability to take the initiative in learning about new technologies and adding value to organization
- Maintain positive attitude in the face of changes in work assignments.

I hereby declare that all the information mentioned above is true to the best of my knowledge.

Yours sincerely,

Shamseera Thayullathil