



MOHAMED ASHKER K

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ACADEMIC CREDENTIALS

- 2019 • **BACHELOR OF COMMERCE (B.Com.)**
- University of Calicut, Kerala, India
- 2016 • **HIGHER SECONDARY**
- Board of Higher Secondary Examination, Kerala, India
- 2014 • **SSLC**
- Board of Public Examination, Kerala, India

COMPUTER PROFICIENCY

Ms office	★ ★ ★ ★ ★
Advance Excel	★ ★ ★ ★
Tally	★ ★ ★ ★ ★
Br.net	★ ★ ★ ★
Safe Software	★ ★ ★ ★

PERSONAL STRENGTHS

- **ADAPTABILITY** - Ability to quickly adjust to new environments, roles, and challenges.
- **CUSTOMER FOCUS** - Dedication to understanding and meeting customer needs, enhancing satisfaction and loyalty.
- **ATTENTION TO DETAIL** - Thoroughness in handling tasks and ensuring accuracy in financial transactions.
- **RESILIENCE** - Capacity to persevere in demanding situations and maintain a positive attitude.

PROFESSIONAL SUMMARY

Dedicated and results-driven banking professional with over five years of experience in customer service and financial management. Proven track record of achieving sales targets and delivering exceptional service. Skilled in generating leads and promoting banking products. Demonstrated ability to deliver exceptional service while achieving sales targets and maintaining compliance with banking regulations. Seeking to leverage experience and skills in a challenging role to contribute effectively to organizational success.

WORK EXPERIENCE

ASSISTANT MANAGER | Feb 2024 – Jun 2024

IDFC FIRST BANK

- Managed current accounts and oversaw cash transactions with accuracy and efficiency.
- Served as a teller, processed deposits, withdrawals, and other financial transactions for customers.
- Provided personalized banking services to high-value clients, ensuring their financial needs were met promptly.
- Monitored daily cash flow operations, ensuring compliance with banking regulations and internal policies.
- Resolved customer inquiries and concerns promptly to maintain high levels of customer satisfaction.
- Conducted financial assessments and credit evaluations to support decision-making processes.
- Implemented strategies to enhance operational efficiency and reduce transactional errors.

CUSTOMER SERVICE MANAGER CUM TELLER | Apr 2019 – Jan 2024

ESAF SMALL FINANCE BANK

- Managed cash handling operations with adherence to banking regulations and security protocols.
- Performed teller duties, ensuring accurate processing of customer transactions and maintaining balanced cash drawers.
- Specialized in NRI forex transactions, ensuring compliance with international banking regulations.
- Managed customer accounts, including savings and current accounts, ensuring smooth operations and customer satisfaction.
- Conducted audits and checks to maintain data accuracy and compliance with banking standards.


LANGUAGES KNOWN



INTERESTS

 Music

 Travelling

 Reading

REFERENCE

- Available upon request

- Implemented initiatives to promote bank products and services, enhancing customer engagement and retention.
- Managed and maintained customer relationships to ensure high levels of satisfaction and loyalty.
- Successfully converted leads into ESAF Bank customers through effective sales techniques and relationship-building.
- Provided accurate and up-to-date information on banking products, terms, and conditions.

KEY SKILLS

Team Work

Work Ethic

Customer Service

Leadership

Problem-Solving

Time Management

Interpersonal ability

Financial Management

Quick Learner

CRM Systems

Analytic Skills

PERSONAL DOSSIER

Gender	: Male
Date of Birth	: 05/08/1998
Nationality	: Indian
Marital Status	: Single
Visa Status	: Visit Visa

DECLARATION

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

MOHAMED ASHKER K