

VINEESH M V

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Summary

Dedicated branch operations manager and office clerk. I have over 9 years of experience overseeing branch operations, streamlining processes and driving efficiency. Skilled in team leadership, financial management and risk mitigation. A proven track record of improving operational performance and achieving business growth. Adept at fostering a customer-centric environment and maintaining strong client relationships.

Professional keys

- ❖ Manage branch operations, which include customer service, sales and financial transactions
- ❖ Maintain compliance with all applicable Laws, regulations and policies
- ❖ Develop and maintain relationships with customer and other stakeholder
- ❖ Identify and implement process changes to increase efficiency and reduce costs
- ❖ Responsible for writing letters, seeking or supplying accurate information, completing and reviewing calculations

Work Experience

Branch Manager

Radhakrishna Finance, Kerala, India

04/2022 – 05/2024

- ❖ Cultivated strong relationships within the branch network to position the company as a reputable plumbing supplies
- ❖ Emphasized adherence to Health and Safety policies and procedures ensuring staff compliance
- ❖ Provided coaching to employees, emphasizing success and improvement opportunities
- ❖ Led, communicated effectively and fostered and fostered team development as a motivational leader

Branch Manager

MBN Finance & Nidhi , Malappuram, Kerala, India

02/2021 – 02/2022

- ❖ Reviewed procedures for all outside vendor products, including mortgage platforms and provided assistance to staff members as necessary
- ❖ Analyzed loan applications and credit histories, offering judgment recommendations to the loan review committee
- ❖ Collected all required documents prior to fund disbursement
- ❖ Stayed up-to-date on policy changes and competitors' products and services
- ❖ Organized loan files, ensuring all documents were correctly ordered

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Branch operational Manager

MCK Nidhi Ltd, Malappuram, Kerala, India

02/2020 – 01/2021

- ❖ Facilitated the organization and planning of programs and events
- ❖ Developed financial reporting to enhance efficiency and reduce production costs
- ❖ Coordinated schedules, arranged meetings and managed meeting requests
- ❖ Cultivated strong working relationships with team members and external clients

Senior Clerk

Kerala State Electricity Board, Malappuram, Kerala, India

06/2008 – 08/2019

- ❖ Maintaining filing systems
- ❖ Creating and updating records and database
- ❖ Preparing correspondences and documents
- ❖ Providing customer service
- ❖ Organizing and scheduling appointments
- ❖ Answering and routing phone calls
- ❖ Greeting visitors
- ❖ Sorting and distributing mail
- ❖ Ordering office supplies
- ❖ Performance data entry and scanning documents

Wealth Relationship Officer

Muthoot Securites, Malappuram, Kerala, India

02/2008 – 06/2008

- ❖ Building and maintaining positive relationships with customers, identifying opportunities for business growth and resolving customer complaints

Assistant Manager

Manappuram Finance, Malappuram, Kerala, India

01/2007 – 01/2008

- ❖ Assist with monitoring the everyday operations of the branch, oversee the team members working in the branch and prepare timely performance and prouctivity reports for the head office

Education

B A Economics

MES Ponnani, Malappuram, Kerala

University of Calicut

03/2002 – 03/2005

- ❖ Achieved second class honors in BA Economics
- ❖ Participated in NSS Club, CSS Club and Football Club

Diploma in Hardware and Network

Ample Centre of Advanced Computing, Ponnani, Malappuram, Kerala

07/2005 – 07/2006

- ❖ Software and Hardware installation and programming

Skill

- | | |
|---------------------------------|----------------------------------|
| • Time Management | • Strategic decision |
| • Data Entry | • Team work |
| • Excellent Organization Skills | • Problem-solving |
| • Good Conflict resolutions | • Records management |
| • Proven leadership | • Answering phones & bookkeeping |
| • Great decision-making | • Communication |
| • Strong attention to details | • Multi tasking |

Languages Skills

English
FULL

Malayalam
NATIVE

Tamil
LIMITED

Hindi
LIMITED

Computer Skills

- ❖ Basic knowledge of computer Hardware
- ❖ Proficiency in Operating system
- ❖ Familiarity with productivity software such as Microsoft Office or Google Suite
- ❖ Internet and email proficiency
- ❖ Understanding of computer security and privacy

Volunteering

National Social Services Volunteer

MES Ponnani, Malappuram, Kerala
University of Calicut
03/2002 – 03/2005

References

Jineesh

Blabla Beach Resort
Chef
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Nishitha

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Radiographer
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Declaration

I hereby confirm that all the above information I have given are correct to the best of my knowledge & belief.

VINEESH M V