

ARUN C VIJAYAN

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Abu Dhabi, UAE

SENIOR PROCESS EXECUTIVE

Experienced Senior Executive with over 4 years of expertise in banking, operations management, customer service management, and Administration management. Proven ability to optimize processes, ensure security compliance, and lead teams efficiently. Strong background in stakeholder communication, risk management, KYC verification and document controlling

KEY COMPETENCIES

Process improvement | Data-driven strategic planning | Commercial awareness | Report writing | Critical thinking skills | Office administration | Customer service management | Organizing and prioritizing | Adaptability and flexibility

PROFESSIONAL EXPERIENCE

Federal Operations and Service Limited

Feb 2020 - Aug 2024

Senior Process Executive

- Operations Oversight & Administration:** Managed shift operations across 1000+ branches, ensuring 100% adherence to protocols, and implementing necessary actions to resolve 95% of operational issues within the same shift.
- Customer Service & CRM Standards:** Provided support to over 100 customer inquiries daily, adhering to bank CRM standards to deliver high-quality internal and external service.demonstrating a commitment to customer satisfaction.
- Team Leadership & Performance Management:** Supervised a team of 10 employees, managing performance, providing timely feedback, and ensuring productivity remained at 100% during high-demand periods.
- Stakeholder Communication & Escalation Handling:** Acted as the first escalation point for policy-related issues, coordinating with internal and external stakeholders to ensure prompt resolution and maintain smooth operational flow.
- Scheduling, Coordination, and Resource Utilization:** Developed and optimized schedules for 26 staff members, improving team coverage and enhancing productivity by 10% through effective resource allocation.
- Quality Control & Data Integrity:** Ensured the accuracy and quality of information in reporting systems by maintaining up-to-date records and adhering to established quality benchmarks.
- Data Analysis & Reporting:** Produced weekly reports with actionable insights, analyzing key performance indicators (KPIs) and benchmarked data to support informed decision-making by senior management.
- Continuous Improvement & Efficiency Enhancement:** Regularly reviewed and optimized workflow processes to improve productivity by 15%, enhancing the delivery of services across departments.

Aargee Staffing Service Limited

Jul 2018 - Sep 2018

Account opening and KYC Analyst

- KYC Verification:** Performed thorough KYC verification for over 500 savings accounts, ensuring compliance with all regulatory and legal requirements to minimize risk and fraud.
- Account Opening Procedures:** Managed the end-to-end process of savings account openings, including documentation review, verification, and approval, ensuring accuracy and efficiency.
- Data Entry & Document Controller:** Maintained accurate records of all verified KYC documentation and new accounts opened, ensuring data integrity and swift retrieval of information during audits.

EDUCATION

Bachelor's in Computer Applications (BCA)

Al Azhar College of Arts and Science | Kerala
Mahatma Gandhi University Kerala

Higher Secondary in Biology Science

Govt. Higher Secondary School | Kerala
Board Of Higher Secondary Examination Kerala

ACHIVEMENTS

- Earned the Extra Miler accolade in recognition of exceptional contributions to the company's expansion.
- Honoured with the Best Performer award for consistently surpassing performance targets.