



# ANGAL P P

ASSISTANT MANAGER

+971545207141

angalpp@gmail.com

<https://www.linkedin.com/in/angal-pp>

Dubai, UAE

## EDUCATION

- MCA**  
Bharathiar University (Pursuing)
- BCA**  
Bharathiar University (2019)
- HIGHER SECONDARY**  
VHSE (2016)
- SECONDARY**  
Govt. of Kerala (2014)

## SKILLS

- Branch Operations Management
- Customer Relationship Management
- Sales and Cross-Selling Banking Products
- Financial Transaction Processing
- Cash Management and Auditing
- Risk Assessment and Compliance
- Team Leadership and Staff Training
- Customer Service Excellence
- Performance Reporting and Analysis
- KYC and Regulatory Compliance

## CERTIFICATE

- AUTOMATION ANYWHERE CERTIFIED  
MASTER RPA PROFESSIONAL

## IT PROFICIENCY

- Masters in Robotics & Automotion anywhere  
AA Enterprice Edition V. 11
- My SQL (GitHub Profile Link :  
<https://github.com/angalpp>)
- HTML
- CSS
- JAVA

## LANGUAGES

- English
- Malayalam
- Tamil

## PROFILE SUMMARY

Accomplished banking professional with over 4 years of experience in branch operations and customer service. Skilled in managing high-value transactions, team leadership, and cross-selling banking products like loans, credit cards, and insurance services. Recognized for optimizing productivity, exceeding performance targets, and delivering exceptional customer experiences. Awarded multiple national accolades for outstanding sales and customer satisfaction, with a strong focus on fostering a customer-centric environment and operational excellence.

## WORK EXPERIENCE

### BRANCH RELATIONSHIP OFFICER

(Sep 2022-Dec 2024)

#### AXIS BANK, THRISSUR MAIN BRANCH

- Oversee and manage daily branch operations, ensuring smooth workflow and adherence to regulatory requirements.
- Supervise and train branch staff, ensuring they meet performance goals and provide exceptional customer service.
- Monitor and manage cash flow, ensuring adequate liquidity and minimizing cash discrepancies.
- Conduct audits and risk assessments to ensure compliance with internal policies and financial regulations.
- Manage customer accounts, resolve complex issues, and offer solutions tailored to their financial needs.
- Coordinate with other departments to ensure the seamless delivery of banking products and services.
- Drive revenue growth by promoting and cross-selling various banking products such as CASA, loans, credit cards, and investment products.
- Prepare and present branch performance reports to senior management for review and decision-making.

### ACHIEVEMENTS:

- Achieved LI Oscar 2023 contest winner at the pan-India level.
- Played a pivotal role in increasing branch revenue by optimizing daily productivity and increasing product sales.
- Developed and implemented an employee orientation program that was adopted across all company locations, improving employee onboarding efficiency.
- Consistently resolved 90% of customer concerns by responding to over 25 customer calls daily, contributing to high customer satisfaction levels.
- Recognized for maintaining a strong customer portfolio and providing exceptional service, earning customer service accolades.
- Qualified for various prestigious awards such as ICICI Lombard, Bajaj Allianz insurance contests, and local and international trips.

PERSONAL DETAILS

- Date of Birth : 11/02/1998
- Nationality : Indian
- Gender : Male
- Marital Status : Single
- Passport No : U6398010
- Passport Exp : 23/01/2030
- Visa Type : Visit Visa

- MDRT Qualification Drive Achievement\*: Logged ₹4.8 lakh Life Insurance premium during the "My 1 Lakh Drive" initiative (4th-10th November 2023).
- High Performance Recognition: Demonstrated exceptional commitment and achievement in a prestigious campaign targeting international MDRT qualification.
- Target-driven Success: Successfully met November targets, unlocking opportunities for additional achievements in dual international destinations (Kuala Lumpur and Switzerland).
- Persistency Excellence: Maintained a persistency rate above 85% (November-December 2022 base) to meet qualification criteria.
- Team and Goal Alignment: Collaborated effectively with leadership to ensure alignment with strategic goals and participated in high-value campaigns.

BACKUP TELLER & BRANCH OPERATIONS OFFICER

(Feb 2020-Aug 2022)

ESAF SMALL FINANCE BANK, PALAKKAD

- Assisted in daily branch operations, including cash handling, customer inquiries, and ensuring compliance with banking standards.
- Processed customer transactions efficiently, maintaining accurate records and ensuring the proper execution of financial procedures.
- Supported the management team with audits, risk assessments, and compliance checks.
- Provided excellent customer service by assisting customers with their banking needs, resolving issues, and handling complaints.
- Ensured smooth coordination between the teller line and other departments to maintain operational efficiency.
- Conducted customer KYC (Know Your Customer) processes, ensuring compliance with regulatory standards.
- Assisted in the promotion and cross-selling of banking products to increase branch revenue.

ACHIEVEMENTS:

- Winner of the Star Performer Award 2019-2020 in ESAF Bank OND and JFM for outstanding performance.
- Won several local and national contests, including NRE fund flow, CASA value, TD value, SB/CA Accounts, and more.
- Qualified for prestigious local and international trips, including a trip to Malaysia as part of the League of Legends Award Night.
- Recognized as the Best Employee of 2023 for exceptional performance in life and general insurance products at the pan-India level.
- Excelled in driving the branch's insurance product sales, achieving top performer status in various life and general insurance contests.

