

Motivated and passionate about providing excellent customer service and exceeding expectations. Talented professional well-versed in-service marketing. Inspires staff loyalty through strong leadership and communication skills.

## Work History

2019-11-  
2024-09

### Branch In Charge

AL MUZAINI EXCHANGE

- Created strategies to develop and expand existing customer sales, resulting in increase in annual sales.
- Met deadlines by proactively managing individual and team tasks and streamlining processes.
- Complied with regulatory guidelines and requirements.
- Completed filings and upheld strict compliance with regulatory agencies and supervisors.
- Worked flexible schedule and extra shifts to meet business needs.
- Counted money in cash drawers at beginning and end of shifts to maintain accuracy.
- Assessed employee performance and developed improvement plans.
- Enhanced branch production rates by handling staff conflicts, evaluations, hiring, and termination processes and coaching employees on company protocol and payroll operations.

2017-07 -  
2019-04

### Executive Relationship Manger

EDELWEISS TOKIO LIFE INSURANCE

- Worked with branch partners to maximize sales efforts to business customers and cross-sell other products and services.
- Researched target market and identified customers' unique needs to suggest suitable products.
- Established ambitious sales targets, managed deployment strategies, and developed go-to-



**CHANDHU  
VIJAYAN**  
BANKING PROFESSION

## Contact

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## Skills

- Sales Development
- Process Improvement
- Employee Development
- Sales Professional
- Cash Handling Expertise
- Financial Oversight
- Reporting Familiarity
- Proficient in MS Office
- Relationship Management

- market plans to capitalize on every revenue opportunity.
- Requested customer feedback to drive client satisfaction and retention while quickly remedying issues.

2016-11 -  
2017-06

### Sales Officer

*HDFC BANK Ltd.*

- Forecasted sales and established processes to achieve sales objectives and related metrics.
- Enhanced sales operations through development of new sales strategies and customer follow-up
- Identified and qualified new distributors to increase market share in key territories.
- Researched target market and identified customers' unique needs to suggest suitable products.

2015-02 -  
2016-02

### Customer Care Executive

*THE PROFESSIONAL COURIERS*

- Coordinated timely responses to online customer communication and researched complex issues.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Provided excellent customer service by efficiently resolving issues and responding to inquiries.
- Maintained and managed customer files and databases.

## Education

### Bachelor of Commerce

*KERALA UNIVERSITY - THIRUVANANTHAPURAM*

## Languages

English

Malayalam

Hindi

Tamil

Arabic

## Passport Details

Passport No.: Y1283043

Date of expiry: 15/07/2034

Place of issue: Kuwait

## Certifications

IATA