



# ASWIN S THOMAS

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## PROFESSIONAL SUMMARY

Dedicated and results-oriented banking professional with a Bachelor of Commerce degree and 1.5 years of experience in sales and banking compliance. Proficient in sales, communication, and customer relationship. Seeking a challenging role to further enhance my skills and contribute to the success of a dynamic organization

## SKILLS

*Sales and business development · Communication · Interpersonal skills · Time management · Attention to Detail · Administrative skills · Problem solving*

## EMPLOYMENT HISTORY

**ASSISTANT MANAGER** | ICICI BANK LTD | September 2022 – May 2024 | Kerala , INDIA

- Sales and business development: Supporting sales initiative, promoting bank products and services and contributing to branch growth and targets
- Customer service: Assisting customers with inquiries, account maintenance and issue resolution, ensuring high levels of customer satisfaction.
- Problem solving: Addressing escalated customer concerns, resolving disputes and handling complex transactions, issues effectively.
- Compliance: Ensuring that the branch operates in compliance with banking regulations, internal policies and industry standards to mitigate legal and reputational risk.

## EDUCATION

- **Bachelor of Commerce** | Kannur University | 2017 – 2021

## Certifications

- **NISM -Series-V-A:** Mutual Fund Distributors Certification Examination
- **PGPRM:** Post Graduate Program in Relationship Management by NIIT