

AJISHA PP

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SUMMARY

A dedicated and results-driven banking professional with 3 years of experience working in customer service and banking operations. Proven expertise in cash management, financial transactions, customer relations, and team leadership. Adept at ensuring smooth daily operations, maintaining accurate records, and enhancing customer experience. Looking to leverage my skills and experience to contribute to a dynamic banking environment.

EDUCATION

Digital Marketing

Click Scholar Academy

2024

Post Graduate Diploma In Banking

TimesPro

2019

B TECH Computer Science & Engineering

College of Engineering Vadakara, CUSAT

2016

CERTIFICATION

IRDA

NISM

Post Graduate Diploma In Banking

Digital Marketing

SKILLS

Transaction Processing	Customer Service	
Relationship Management	Sales	
Cross-Selling Banking Products	Team Leadership	
Staff Training	Financial Reporting	Problem-Solving
Strong Communication		

EXPERIENCE

Teller- Senior Officer

ICICI Bank

09/2019 - 01/2022 Calicut, Kerala

- Processed deposits, withdrawals, and other financial transactions with a high degree of accuracy.
- Provided excellent customer service by addressing inquiries and resolving issues in a timely manner.
- Managed cash handling procedures, ensuring that the branch met daily cash balancing requirements.
- Assisted customers with account-related issues, including transfers, balance inquiries, and issuing bank drafts.
- Maintained up-to-date knowledge of banking products, services, and regulatory changes.

Assistant Manager

Axis Bank

03/2022 - 12/2022 Calicut, Kerala

- Managed day-to-day branch operations, ensuring seamless transactions and high-quality customer service.
- Led a team of customer service representatives, providing guidance and resolving escalated issues.
- Supported the branch manager in achieving sales targets by cross-selling banking products and services.
- Ensured compliance with banking regulations and internal policies.
- Processed loan and credit applications, providing financial advice to customers.
- Managed cash flow and ensured the accuracy of daily financial transactions.

LANGUAGES

Malayalam

Native



English

Proficient



Hindi

Intermediate



REFERENCES

Robin TS

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