



RAJKUMAR RAMANATHAN



PROFESSIONAL SUMMARY

Proactive and detail-oriented banking professional with 3.3 years of experience in customer service, KYC compliance, and client handling at ICICI Bank. Skilled in problem-solving, document verification, and cross-functional coordination. Now seeking to contribute to Emirates NBD as a Relationship Associate Officer by delivering excellent customer support and building trusted relationships.



WORK EXPERIENCE

Assistant Manager – ICICI Bank Ltd, India

Aug 2021 – Nov 2024

- Handled high-volume customer service operations, addressing account queries, complaints, and documentation issues.
- Processed account openings, updates, and Re-KYC for over 1000+ customers with 98% compliance.
- Processed various customer transactions including cash, card, and electronic payments accurately and securely.
- Responded to customer inquiries and guided them in choosing the right products and services.
- Resolved customer complaints professionally, escalating when necessary.
- Maintained accurate records of customer interactions and supported audits.
- Improved service quality by reducing turnaround times and ensuring error-free processing.
- Collaborated with internal teams to enhance customer satisfaction.

Target Role Responsibilities:

- Deliver high-quality customer service by answering inbound calls and assisting customers with their banking queries.
- Handle customer inquiries related to accounts, transactions, and services, ensuring clear and accurate communication.
- Resolve customer complaints professionally and escalate issues when necessary to ensure prompt solutions.
- Handled foreign currency exchange and remittance transactions efficiently with full compliance to regulatory policies.
- Maintain up-to-date and accurate customer records in internal systems, complying with data privacy policies.
- Identify customer needs and offer appropriate solutions, enhancing overall satisfaction and loyalty.
- Follow all bank policies and standard procedures, including security and compliance regulations.
- Support team goals by contributing to service improvement ideas and maintaining a positive customer experience.



Certifications

- End-to-End KYC Certification

Additional Information

Currently in Dubai on a visiting visa, actively seeking a Suitable Role



BIO DATA, CONTACT

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VILLA, HOR AL ANZ, DEIRA, DUBAI
DOB: 08/05/1997 | AGE: 28



EDUCATION

- Anna University 2014-2018
- BE Mechanical engineering
- Post Graduate Diploma in
Sales & Relationship Banking



KEY SKILLS

- Customer Relationship Management
- KYC & Document Verification
- Complaint Handling & Problem Solving
- Communication & Customer Service
- Data Accuracy & Attention to Detail
- MS Excel, Finacle, CRM Tools
- Team Collaboration & Work Ethics
- Followed company procedures and code of conduct, ensuring regulatory alignment.
- Maintained daily cash balancing and ensured all transactions were recorded correctly.



DOCUMENTS

- Passport No: R7228742



LANGUAGES

- English
- Tamil
- Hindi