

VIMAL JOSEPH

NIGHT AUDITOR

CONTACT

+44-7553832227 

vimal.joseph1995@gmail.com 

com

London, United Kingdom

EDUCATION

MSc Finance and Trade,
London Met University
2022-2023

Bachelor of Commerce,
University of Calicut
2013-2016

SKILLS

Communication
Team Leadership
Conflict Resolution
Time management
Adaptability
Critical Thinking

TECHNICAL SKILLS

Hotel PMS: Millennia
Finacle for Banking
Banking CRM Systems
MS Office Suite
(Excel, Word, Outlook)

SUMMARY

Results-driven professional with proven success as a Night Auditor in the hospitality industry and as a Customer Service Manager in the banking sector. Skilled in financial reconciliation, client relations, and operational leadership. Known for improving audit accuracy, optimizing front desk workflows, and leading teams to exceed customer satisfaction goals.

PROFESSIONAL EXPERIENCE

Night Auditor / Front Desk Receptionist

Victory Services Club, London | 2022 - Present

- Manage overnight front desk operations, including guest check-in and check-out, billing, and reservations.
- Perform end-of-day financial audits and reconcile daily revenue reports.
- Address and resolve guest issues promptly to ensure satisfaction and repeat business.
- Handle cash and non-cash transactions and prepare nightly bank deposits.

Customer Service Manager

Axis Bank Ltd. India | 2021 – 2022

- Led a customer service team, ensuring adherence to service standards and regulatory guidelines.
- Improved customer satisfaction by 25% by redesigning service workflows.
- Provided conflict resolution, product training, and performance coaching to staff.

Customer Service Officer/ Teller

IndusInd Bank Ltd & ICICI Bank Ltd, India | 2016 – 2022

- Processed high-volume cash and non-cash transactions efficiently.
- Delivered prompt, friendly service to enhance customer experience.
- Promoted banking services and cross-sold financial products.
- Ensured compliance with bank policies.