Robin

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Career Summary

* A B.Tech graduate with strong Information Technology background coupled with excellent Banking skills.
* Provided exceptional levels of customer-service and processed accurate and timely transactions for customers from diverse professional and cultural backgrounds in a courteous manner.
* Regarded for accuracy, commitment, and the ability to manage multiple tasks simultaneously.
* Knowledgeable regarding banking procedures and services with good computer proficiency.
* Built a rapport with both customers and internal staff. Trained new hires and served as the key point of contact for any queries related to cash and non-cash transactions.
* A well disciplined and result oriented professional with an objective to utilize the skills and abilities effectively in any industry that offers career growth while being innovative and flexible.

**Work Experience**

**1. Assistant Manager, Axis Bank Ltd**- **Karunagapally, Kollam,** **Kerala, Nov 2013 – till date**

Presently I am working with AXIS BANK LTD as Assistant Manager-Branch Operations from November 08, 2013 onwards.

Responsibilities Include:

Handling Cash Transactions, Remittances, Cheques, Demand Drafts, Pay Orders etc.

Resolving all customer queries in an efficient manner within the stipulated TAT.

Managing vault limits & vault custodian.

Generating business and creating investment portfolios for the client with the help of various investment products viz. mutual funds, insurance, fixed deposits etc.

**2. Teller Authoriser, HDFC Bank Ltd**- **Pandalam, Pathanamthitta,** **Kerala, Dec 2012 – Jun 2013**

Responsibilities Include:

* Responsible for verification and authorisation of Cash and Customer transactions.
* Supervising all Non-Cash transactions like DD/MC, fund transfer (RTGS, NEFT, TT OUTWARD) etc.
* Verifying Branch journal report against cash receipts and payment vouchers.
* Monitoring large cash movements and report as per reporting schedule.
* Branch batch opening/closure.
* ATM Management.
* Review branch reports like End of day (EOD) cash position report, Instruments issued etc.
* Responsible for high quality service, customer relationship management, Queue Management.
* Lobby Management.
* Branch Operations and Audit Compliance.

**3. Branch Banking-Officer, ICICI Bank Ltd**- **Karunagapally, Kollam,** **Kerala, Sep 2010 –Jul 2012**

Responsible for cash and non-cash transactions.

* Cash Receipts, Deposits & Payments
* Cash balancing
* Handling the Banking System
* Vault custodian
* Filing of End of day (EOD) Reports
* Handling Non-Cash transactions like DD/TC, Fund transfer etc
* High attention to detail, accuracy as well as customer service orientation

Other Responsibilities

* Responsible for creating and managing preferred and classic portfolio customers.
* Ensure certification of documentation required for opening and maintaining accounts.
* Played an important role in ensuring process and service quality, acquiring new customers and achieving the yearly number and income targets.
* Creating investment portfolios for the client with the help of various investment products viz. mutual funds, insurance, fixed deposits etc.
* Keep relationships updated on new developments in stock market & advise them on their investment needs & generate regular business from existing relationships.
* Consistently made healthy growth rate & ensured monthly target achievement.

**4. Software Developer-A & N Infomart, Info Park, Kochi Oct2008-Mar2009**

My first job experience was in a software development company (A&N INFOMART, INFOPARK, Kochi) from October 2008 to March 2009 as a software developer.

**Educational Profile**

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| --- | --- | --- | --- |
| Qualification Level | **Degree/ Specialisation** | **Performance & rank** | **University** |
| B.Tech  2008 | Bachelor of Technology, Computer Science | 62.72%  First Class | Mahatma Gandhi University, Kerala |
| XII  2003 | Higher Secondary-Mathematics,Physics,Chemistry,BioScience | 70.5 %  First Class | State Board, Kerala |
| X  2001 | Secondary School, SSLC | 76 %  First Class | State Board, Kerala |

**Professional Certification**

* PGDBO(Post Graduate Diploma in Banking Operations)

**Personal Profile**

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| Nationality | Indian |
| Date of Birth & Age | 07-11-1985, 30 |
| Height and Weight | 168cm,65kg |
| Sex & Marital Status | Male, Single |
| Languages Known | English, Malayalam |