**Curriculum Vitae**

**Objective**

To utilise my skills, experience and knowledge in a responsible and creative manner for self development as well as that of the organization for which I work for.

**Experience**

Worked with **Bank Ltd, Thiruvalla Branch, Kerala, India** as **Assistant Manager** (July 4th 2013 to November 30th 2015).

* Handled all Banking Operations of Kotak Mahindra Bank, Thiruvalla Branch, and the responsibilities include Handling of Cash / Clearing / Lockers / Transfer transactions/deliverable management etc.
* Enhancing the value of existing accounts and customer retention.
* Recorded all transactions in compliance with bank procedures.
* Ensure EOD cash is within CRL of branch and management of funds both in branch and clearing.
* Ensuring “NIL” customer complaints and also closure of customer requests within TAT.
* Made all sales goals and processed transactions with high accuracy

Worked with **Bank Ltd, Thiruvalla Branch, Kerala, India** designated as **Front Office Executive** (February 8th 2012 to July 2nd 2013).

* Ensuring the Front Desk provides a professional and friendly service for the customers.
* Dealing the customers, including handling their complaints when they approach the bank.
* Prepare daily Management Information System (MIS) for new accounts opened in bank.
* Respondingto incoming and outgoing calls.

**Educational qualification**

* **Master of Business Administration,** (MBA) from Mar Athanasios College for Advanced Studies, Thiruvalla, (MACFAST) in 2011 with specialization in **Finance. (68% Marks)**
* Passed **B. Com** with **Computer Application** from Assumption College, Changanacherry in 2009 with 78% marks.
* Passed Plus2 from St. Mary’s Residential School, Thiruvalla in 2006 with 77% marks.

**Achievements**

* Top scorer in Economics AISSCE- 2006 conducted by CBSE.
* Took an active role in conducting National Level Management Fest TANTRA 2010 held at MACFAST.
* Indusind Bank Ltd -Qualified in Red carpet League -March 2013 contest.
* Indusind Bank Ltd – qualified for RH 20 contest – Mar 2013
* Superlative performance in promoting Kotak Life Insurance products throughout the year.
* Qualified for DARE – The ultimate race contest for the month of March 2014, in Kotak Mahindra Bank.
* Again won trophy for DARE Alpha contest for the month of Dec 2014 and Jan 2015 in the Kerala region.
* Won trophy for Kotak Mahindra Bank DARE Omega March 2015.

**Personal profile**

Date of birth : March 5th 1988.

Sex : Female

Marital status : Married

Visa Status : Resident Visa

Nationality : Indian

Languages known : Malayalam and English

Hobbies and interests : Creating handicrafts, listening to music and taking part in games.

**First Name of Application CV No:** **1705872**

Whatsapp Mobile: +971504753686



**Skills and Strengths**

* Computer skills – (Microsoft Office, Visual Basic, Tally and Oracle)
* Positive attitude
* Dedication
* Punctuality
* Creative person

**Reference**

**Anish Raj**

Branch Manager

Kotak Mahindra Bank Ltd

Thiruvalla, Kerala

**Mob: + 91 9745404332**

**Ajay Thomas Jose**

Branch Manager

IndusInd Bank Ltd.

**Mob: +91 9645091776**

**Declaration**

I hereby declare that all the details mentioned above are true to the best of my belief and knowledge.

**Abu Dhabi** **Sona Elizabeth Eapen**