VIMALA

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| [Objective](#Objective Help) | | |
|  | I am currently looking for a full time position in an environment that offers me job satisfaction, self development, increased benefits for my family, and the opportunity to help the company advance efficiently and productively. | |
| [Education](#Education Help) | | |
|  | • Degree B.E. Bio- Technology  Vinayaka Missions University Chennai, Tamil Nadu, India.  Marks achieved: 64% GPA: 3.5  • Higher Secondary School (+2)  Govt. GHSS Malappuram,  Board of Higher Secondary Kerala State Govt.,  Kerala, India.  Marks achieved: 71% GPA: 3.5  • Secondary School (10th)  MSP EMHS, Malappuram, Kerala State Board, India.  Marks achieved: 81% GPA: 3.5 |
| [Work Experience](#Work Experience Help) | |
|  | From March 10th 2012 till November 23rd 2013  Name of the Organization : ICICI Bank Ltd  Position Held : Customer Service Officer  Location : Malappuram, Kerala, India  ***Job Description***   1. Responsible for customer service delivery, enhance relationships of existing customers and generation of leads for liabilities, assets & investment products by providing product information. 2. Ensure speedy resolution of customer queries within defined TATs. 3. Error free processing of all transactions as per guidelines in e – circulars / operations manual. 4. Daily reconciliation of deliverables, inventories in CSO custody. 5. Customer identification through signature verification and recommended ID proofs. 6. Attend and resolve customer queries within defined TATs (Balance enquiry, transaction enquiries, account statement, stop payment requests, address change, cheque book request, balance confirmation certificates, signature attestation, card hot listing/reissue etc.) 7. Update customers on status of pending requests for our customers, if any. 8. Ensure complete documentation on service requests accepted from customers so as to ensure nil rejections. 9. Update E-Search in order to capture details of customers deliverables viz cheque book, cards, cheque returns etc. For future reference by all channels. |
| TECHNICAL [Skills](#Skill Help) | |
|  | Proficient in Microsoft Office. |