**Seelan**

Email: seelan.387507@2freemail.com

**Summary:**

Experienced Assistant Manager with a demonstrated history of over a year in the banking indus-try. Skilled in Negotiation, Operations Management, Sales reports, Customer Relationship Man-agement (CRM) and after Sales Customer Service Operations.

**Work Experience:**

Experienced as **Assistant Manager** (Feb 2018 to Oct 2018) in **Equitas Small Finance Bank,** where my key responsibilities are mentioned below:

* Playing a vital role in assisting the branch with the customer inquiries by their needs and related guidance in the absence of Manager.
* Handling complaints callbacks in Malayalam, Tamil, English and other regional lan-guages and analyse the need of the customers with a focus towards better customer ser-vice.
* Lead a team of 07 Sales Officers to achieve account openings in savings and current, deepening of values in the sourced accounts and offering Life insurance across thousands of customers.
* Effectively liaise with superiors, direct reports and sales MIS using advanced Oracle CRM database within the business unit to achieve business targets.
* Strong checking on authenticity of the KYC documents , AML and recommend for ac-count opening.

Experienced as a **Sales Manager** on a Contract (Apr 2016 to Dec 2017) at **Acre Group Pvt Ltd,** at Kanyakumari, India. Where my key responsibilities are mentioned below

* Assist in developing a project mobilisation plan.
* Follow up new business opportunities and setting up meetings.
* Research and develop strategies and plans which identify marketing opportunities, direct marketing and new project development.
* Communicating new product developments to prospective clients
* Actively seek out ways to improve company’s process.
* Lead and train other members of the account team and provide management with feed-backs.

**Academics**:

Bachelor of Engineering in Aeronautics, 2015, at Sathyabama University, Chennai with a GPA score of 4/5.

**Financial and Sales Exposure**:

* Loans, SIP mutual funds and Life Insurance.
* Accounts openings, KYC and AML.
* Proven retentions and marketing skills.
* Expert in Microsoft Office suite and troubleshooting issues related to basic IT.

**Academic Engineering Project:**

**Design and Optimisation of Aircraft Structural Wing** (Nov 2014- Jan 2015) – SIST University,India

**Certifications:**

* Certified in advanced Business English Certification examination issued by Cam-bridge University, UK.
* Received various awards on selling life insurance and sourcing account openings by exceeding targets in consecutive months in Equitas Small Finance Bank, Nagercoil.
* Awarded for selling housing plots by increasing company’s portfolios to success.
* Underwent ‘Workshop on Computational Fluid Dynamics’ steered by Professors of IIT at Sathyabama University, 2014.
* Presented the Seminar on Development of Design on Aircrafts.

|  |  |  |
| --- | --- | --- |
| **Personal Information**: |  |  |
| D.O.B | : 30-10-1993 |
| Nationality | : | Indian. |
| Marital Status | : | Single. |
| Languages Known | :English, Tamil, Malayalam and Sinhalese Tamil |