

# Amith Rynal Mendonsa

An enthusiastic M.B.A professional with over 8 years of experience in Banking & Financial services with a focus on Customer service, Teller remittance, leading a Team and building good relationships with the Clients.



amithrynal@gmail.com

054 215 4216

Open to Work immediately, UAE

linkedin.com/in/amith-rynal-mendonsa-2482272b4

## PROFESSIONAL EXPERIENCE

### Team Lead - Executive Operations Integra Micro Systems Pvt. Ltd

09/2020 - 11/2023

Bangalore, India

#### Achievements/Tasks

- Managing Doorstep Banking Project in 5 Regions
- Training the Bank SPOC with required Products & Services and ensuring hassle free support in operations and field
- Building relationships with Head & Zonal offices for involvement in DSB to ensure maximum penetration
- Responsible as a SPOC for grievance management & resolving issues within satisfactory time frame
- Monitoring allocated Regions to ensure proper flow of work and completion of task within the TAT guidelines

### Officer - Corporate Salary Ujjivan Small Finance Bank Limited

11/2019 - 09/2020

Mangalore, India

#### Achievements/Tasks

- Quality acquisition of CASA and FD products with focus on increasing the book value of the Bank
- Acquisition of Salary accounts and cross sell TPP
- Visiting Corporate for new Business relationships
- Managing Portfolio of Corporate clients and Customers

### Passing Officer - Authorizer St. Milagres Credit Souharda Co-operative Ltd

12/2016 - 10/2019

Mangalore, India

#### Achievements/Tasks

- Passing entries, cheques after proper verification and cross checking of ledgers
- Achieving monthly targets and deposit mobilization as required by Branch
- Verification, compiling day to day vouchers according to the day book and passing scroll

### Senior Officer - Teller ICICI Bank Limited

04/2015 - 05/2016

Mangalore, India

#### Achievements/Tasks

- Delivered an exceptional teller experience through customer servicing and transaction processing
- Ability to deal with large transaction volumes and worked efficiently under pressure
- Proactively dealt with customer queries, service requests and processing within TAT
- Generated business leads, sourced CASA and assisted customers on Banking products and services
- Achieved 5 star Audit ratings with excellent customer focus score by providing hassle free customer service

## CORE COMPETENCIES

Customer Service

Client Relationships

Leadership

Teamwork

Branch Banking

Time Management

Teller Cash Handling

Multitasking

Flexibility

Communication

MS Office

Finacle 10x Core Banking

KYC

## ACADEMICS

### Master of Business Administration Srinivas School of Management

11/2012 - 08/2014

Mangalore, India

#### Courses

- Finance and Marketing
- Soft Skills & Projects

### Bachelor of Commerce Govinda Dasa First Grade College

07/2009 - 06/2012

Mangalore, India

### Higher Secondary Education St. Aloysius Pre University College

04/2007 - 03/2009

Mangalore, India

## CERTIFICATION

Tally ERP 9 Certified Accounts Assistant at ICA

SOFT SKILLS & CLHRD Training Programme

## LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Konkani

Native or Bilingual Proficiency

Kannada

Full Professional Proficiency

## INTERESTS & HOBBIES

Exercise such as Walking or going to the Gym

Photography

Spending Time in Nature

Learning New Concepts

Any Productive Activities