

ARJUN MATHEW ANTONY

SENIOR OFFICER

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PERSONAL INFO

Phone

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Email

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Nationality

Indian

Address

Flat 102, Hassani 12, Al Abbar
Al Nada 2, Dubai UAE

Passport Number

U9947655

Visa Status

Visit Visa

Date of Expiry

16 - July - 2023

LANGUAGES

ENGLISH



HINDI



MALAYALAM



TAMIL



OBJECTIVE

Energetic, hardworking, valued for fast, friendly service and accurate in handling customer transactions. Address customer's needs quickly and manages long term relationship. Passionate about serving others and eager to take on new responsibilities and leadership roles.

EXPERIENCE

ESAF SMALL FINANCE BANK

Senior Officer

21/01/2019 - 05/05/2023

- ★ Provided customers with high level of service, privacy and confidentiality, and friendly, welcoming attitude.
- ★ Maintained in-depth knowledge of bank products, services, and best practices.
- ★ Helping customers with specialized needs such as opening new accounts, establishing direct deposit or opening new lines of credit.
- ★ Supported teller staff by processing deposits, withdrawals and transfers when the customer line exceeded more than five clients.
- ★ Educate customers on product options and technology issues
- ★ Collect customer information and input data into the system, ensuring confidentiality at all times
- ★ Meet with new bank customers to explain all the services and features the bank has to offer
- ★ Place phone calls to current bank customers regarding account changes or suggested options

POONOOR INDANE SERVICES

Warehouse Supervisor

15/07/2016 - 20/12/2018

- ★ Maintained office files for reliable references, including hardcopies and soft copies.
- ★ Oversaw daily operations and equipment maintenance.
- ★ Stocked and restocked inventory upon delivery receipt, maintaining accurate supply records.
- ★ Keep inventory of office supplies and ordered new when necessary.
- ★ Created weekly and monthly reports and presentations enabling improved operational analysis.

ANURAG BHARAT GAS

Office Coordinator

12/06/2014 - 10/07/2016

- ★ Managed 10 employee workers, enhancing productivity and driving efficiently.
- ★ Produced high quality documents, spreadsheets and presentations for internal and customer facing needs.

SKILLS

PROBLEM SOLVING



OPERATIONS



COMMUNICATION



DECISION MAKING



CUSTOMER SERVICE



PERSONAL DETAILS

Date of Birth

30/9/1991

Sex

Male

Marital Status

Single

PASSPORT DETAILS

Passport Number

U9947655

Date of Expiry

14th Jun, 2031

Date of Issue

15th Jun, 2021

Place of Issue

Kozhikode

INTERESTS



- ★ Oversaw office inventory ordering, requisitions and stockings.
- ★ Collaborated and clearly communicated across teams to achieve consistent service delivery.
- ★ Improved overall office efficiency by establishing smooth workflow processes, monitoring daily productivity and implementing modifications to eliminate operational bottlenecks.
- ★ Tracked and recorded team expenses and reconciled accounts to maintain accurate, current and compliant financial records.

EDUCATION

MASTER OF INTERNATIONAL BUSINESS (MIB)

CMS College of Science and Commerce

2012 - 2014

Coimbatore - IND

Specialized in Logistics Management, Financial Accounts, Forex Management, International Trade and Export-Import Documentation

BACHELOR OF MATHEMATICS

2012 - 2014

Farook College

Calicut - IND

REFERENCES



SHANOOP M

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