

PRASHOB V



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PROFESSIONAL SUMMARY

- Dynamic and results-oriented professional with a diverse background in relationship management, customer service, and banking operations. Experienced in managing client relationships and delivering exceptional service within the insurance and banking sectors. Possesses a Diploma in Warehouse & Procurement Management, enhancing proficiency in logistics, inventory control, and procurement strategies. Proven ability to streamline operations, optimize supply chain efficiency, and ensure cost-effective procurement practices. Seeking to leverage skills in warehouse management and procurement to contribute effectively to a dynamic organization.

SKILLS

Inventory Management	Procurement	Customer service	Warehouse Operations	
Logistics Coordination	Supply Chain Management	Problem Solving	Adaptability	Quality Control
Attention to Detail	Analytic Skills	Team Leadership	Leadership skills	Communication Skills

WORK EXPERIENCE

RELATIONSHIP MANAGER | 2021 - 2022

STAR HEALTH INSURANCE

KEY RESPONSIBILITIES

- Managed client portfolios, ensuring high levels of customer satisfaction and retention.
- Developed and implemented strategies to enhance client relationships and address their insurance needs effectively.
- Conducted regular reviews with clients to assess their insurance requirements and provide appropriate solutions.
- Collaborated with internal teams to ensure seamless service delivery and resolution of client issues.
- Achieved sales targets through proactive client engagement and effective relationship management.

CUSTOMER RELATION OFFICER | 2012 - 2021

FEDERAL BANK LTD, KUNNAMKULAM, KERALA, INDIA

KEY RESPONSIBILITIES

- Provided excellent customer service by promptly addressing inquiries, resolving complaints, and assisting customers with their banking needs in a professional and courteous manner.
- Managed customer accounts, including efficiently handling account openings, processing closures, and updating account information as required.
- Conducted various financial transactions such as deposits, withdrawals, fund transfers, and issuance of cashier's checks or demand drafts.
- Demonstrated a comprehensive understanding of the bank's products and services to effectively cross-sell and upsell banking products based on customer needs.

- Ensured compliance with banking regulations, policies, and procedures, including adhering to Know Your Customer (KYC) and Anti-Money Laundering (AML) guidelines.
 - Met sales targets and goals set by the bank by actively promoting banking products and services, identifying opportunities to deepen customer relationships.
 - Handled cash transactions accurately, maintained balanced cash drawers, and adhered to bank policies and procedures regarding cash handling.
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EDUCATION

**DIPLOMA IN WAREHOUSE &
PROCUREMENT MANAGEMENT**
2023

● ISSD

DISTANT EDUCATION
2014

● ARNI UNIVERSITY

HIGHER SECONDARY
2008

● BOARD OF HIGHER SECONDARY EXAMINATION, KERALA, INDIA
SREE KRISHNA HIGHER SECONDARY SCHOOL, GURUVAYUR

SSLC
2006

● BOARD OF PUBLIC EXAMINATION, KERALA, INDIA

COMPUTER SKILLS

- MS Office Packages
 - Net browsing
 - Basic Operation
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LANGUAGES

- English : Reading, Writing, Spoken Interaction
 - Malayalam : Reading, Writing, Spoken Interaction
 - Hindi : Reading, Writing, Spoken Interaction
 - Tamil : Spoken Interaction
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DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

PRASHOB V