

# Sivapriya A

Dubai, UAE  
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Enthusiastic Customer Service Executive with 3 years of progressive experience in banking and engineering sectors, skilled in Customer Relationship Management, Issue Resolution, and Technical Assistance. Eager to contribute enthusiasm, adaptability, and a fresh perspective to a dynamic team.

## Education

**Diploma:** Electronics Engineering  
State Board of Technical Examinations  
Govt. Women's Polytechnic College  
Nedupuzha, Thrissur, IN  
[2016 – 19]

## HIGHER SECONDARY

Board of Higher Secondary Examination,  
Kerala  
KVHSS, Kallambalam,  
Thiruvananthapuram, IN  
[2014 – 16]

## Key Skills

- Customer Service & Client Support
- Problem Solving and Issue Resolution
- KYC Compliance and Documentation
- Production Processes and Equipment Handling
- Teamwork and Interpersonal Communication
- Microsoft Word, Excel, and PowerPoint
- Fluent in English, Malayalam, and Hindi

## Personal Details

Date of Birth : 18/12/1997  
Nationality : Indian  
Marital Status : Single  
**Passport No : U2362703**  
(Valid till: 14 Dec 2030)  
**Visa Status : Visit Visa**  
(Valid till: 24 June 2025)

## Experience

### ESAF Small Finance Bank Customer Service Executive

Thiruvananthapuram, Kerala-IN | June 2023 – March 2025

- Handled customer inquiries regarding savings accounts, loans, and digital banking services, enhancing customer satisfaction rates.
- Assisted in the opening, maintaining, and closing of customer accounts, ensuring 100% compliance with banking regulations.
- Promoted financial products such as fixed deposits, credit cards, and insurance, contributing to a 15% increase in product uptake.
- Addressed and resolved customer grievances promptly, improving overall service quality.
- Ensured accurate collection and verification of KYC documentation as per RBI standards.
- Supported daily banking transactions and provided guidance on digital banking platforms.

### Green Power Solutions Assistant Engineer

Kochi, Kerala-IN | January 2022 – May 2023

- Determined project budgets, manpower requirements, and materials, maintaining project timelines and cost-efficiency.
- Assisted in the design, development, and execution of energy projects, ensuring alignment with client requirements.
- Generated accurate cost estimates and contributed to successful capital budget proposals.
- Reviewed engineering designs for feasibility and manufacturability, reducing production errors by 10%.
- Provided technical assistance to cross-functional teams, promoting project efficiency.

### NeST: SFO Technologies Pvt. Ltd. Product Trainee

Kerala-IN | 2019 – 2021

- Supported machine operators during setup and operation phases, improving production run efficiency by 20%.
- Inspected final products against quality standards, maintaining a 95% compliance rate.
- Performed routine production tasks and maintained organization of project components.
- Calibrated machinery regularly to meet production and quality benchmarks.
- Volunteered for additional tasks during peak periods, ensuring deadlines were consistently met.