

VINEESH M V

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Summary

I have worked as a branch manager, assistant branch manager, senior customer relationship executive, office clerk, and teller in different non banking financial companies and the public sector. I have over 9 years of experience in the field of branch operations, assisting accounts, office administration, clerical work, sales, and marketing of financial products and teller. a proven track record of being skilled in team leadership, financial management, and risk migration. improving operations performance and achieving business growth, fostering a customer-centric environment, and maintaining strong Clint relationships.

Professional keys

- ❖ Manage branch operations, which include customer service, sales and financial transactions
- ❖ Maintain compliance with all applicable Laws, regulations and policies
- ❖ Develop and maintain relationships with customer and other stakeholder
- ❖ Identify and implement process changes to increase efficiency and reduce costs
- ❖ Responsible for writing letters, seeking or supplying accurate information, completing and reviewing calculations

Work Experience

Branch Manager

Radhakrishna Finance, Kerala, India

04/2022 – 05/2024

- ❖ Maintain operational standards to provide an excellent working environment for employees.
- ❖ Select, train, supervise and evaluate the branch staff to enhance individual productivity and enable them to function according to job .
- ❖ Support sales promotion activities including promotional campaigns, micro-marketing events, and trade shows
- ❖ Prepared and evaluate costs and revenue of agreements to determine continued business profitability.
- ❖ Examined loan applications and oversee flow of cash or other financial instruments.
- ❖ Coached personnel, coordinated performance reviews, training and development for a staff of 6.
- ❖ Implemented operational methods to increase branch productivity.

Assistant Manager

MBN Finance &Nidhi ,Malappuram, Kerala, India

02/2021 – 02/2022

- ❖ implementing business development strategies. for assigned branch.
- ❖ Provide warm, friendly and welcoming atmosphere for both employees and customers.
- ❖ Provide quality and exceptionally services to customers.
- ❖ To achieve sales target and projected profit.
- ❖ Communicate personally with customers to ensure customer satisfaction.
- ❖ Resolve customer complaints promptly and efficiently.

Senior Customer Relations executive

MCK Nidhi Ltd, Malappuram, Kerala, India
02/2020 – 01/2021

- ❖ Maintain and manage complete and accurate customer correspondence data to ensure that the Service Quality Index is maintained.
- ❖ Compile relevant data and prepare reports when required.
- ❖ Identify customer concerns/issues and inform relevant supervisors accordingly.
- ❖ Be up-to-date on all new guidelines and announcements.
- ❖ Ensure all agents are equipped to reach their objectives and goals.
- ❖ Use both knowledge of the company and customer service best practices to educate the team.
- ❖ Ensure customer satisfaction by maintaining strong working relationships.
- ❖ Identify and develop problem solving methodologies to resolve customer issues.
- ❖ Collaborate with internal teams to address customers' needs.

Office Clerk(Senior Assistant)

Kerala State Electricity Board, Malappuram, Kerala, India
06/2008 – 08/2019

- ❖ Record minutes of meetings and transcripts.
- ❖ Answer the telephone, distribute messages, and redirect calls to the appropriate department.
- ❖ Maintain company files and records to ensure they remain updated.
- ❖ Manage basic bookkeeping duties.
- ❖ Prepare and mail bills, contracts, and invoices.
- ❖ Help with office management and organization processes.
- ❖ Track inventory of office supplies and inform the management about any shortages.
- ❖ Plan and book travel arrangements and venues for company events.
- ❖ Schedule meetings and plan various department activities and calendars

Relationship Officer

Muthoot Securities, Malappuram, Kerala, India
02/2008 – 06/2008

- ❖ Evaluated marketing campaign to boost sales growth.
- ❖ Monitored competitor activity.
- ❖ Contributed to and developed marketing plans and strategies.
- ❖ Maintained, updated customer databases and networked with stakeholders.
- ❖ Provided exceptional customer service promoting company's products and services.
- ❖ Accurate data input and maintenance of client information in CRM system.

Junior Assistant(Teller)

Manappuram Finance, Malappuram, Kerala, India
01/2007 – 01/2008

- ❖ Managed cash transactions such as deposits and withdrawals
- ❖ Received and accept cash from merchants and customers
- ❖ Posted deposit and withdrawal transactions to customers' accounts via teller terminal
- ❖ Disbursed monthly interest checks and accurately transferred funds between accounts
- ❖ Ensured compliance with cash can limits
- ❖ Sold bank cashier checks to customers
- ❖ Answered basic checking and savings questions with professional and friendly demeanor

Education

B A Economics

MES Ponnani, Malappuram, Kerala
University of Calicut
03/2002 – 03/2005

- ❖ Achieved second class honors in BA Economics
- ❖ Participated in NSS Club, CSS Club and Football Club

Diploma in Hardware and Network

Ample Centre of Advanced Computing, Ponnani, Malappuram, Kerala
07/2005 – 07/2006

- ❖ Software and Hardware installation and programming

Skill

- ❖ Time Management
- ❖ Data Entry
- ❖ Excellent Organization Skills
- ❖ Good Conflict resolutions
- ❖ Proven leadership
- ❖ Great decision-making
- ❖ Strong attention to details.
- ❖ Strategic decision
- ❖ Team work
- ❖ Problem-solving
- ❖ Records management
- ❖ Answering phones & bookkeeping
- ❖ Communication
- ❖ Multi tasking.

Languages

English	Malayalam	Tamil	Hindi
FULL	NATIVE	LIMITED	LIMITED

Computer Skills

- ❖ Expert in operating systems in Microsoft Windows and Linux
- ❖ Orientated in Linux office applications and Microsoft office applications such as spreadsheets, MS Word, Excel, PowerPoint, etc.
- ❖ Orientated in hardware and networking
- ❖ Internet and email proficiency
- ❖ Understanding of security and privacy

Passport Details

Passport No: Y2558007

Date of issue :15/05/2024

Date of Expiry :14/05/2034

References

Jineesh

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Chef

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Declaration

I hereby confirm that all the above information I have given are correct to the best of my knowledge & belief.

VINEESH M V