

AKHIL P G

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Objective

Seeking a position of Customer Executive in a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation

Profile Summary

Technically proficient and highly focused with 6 years' experience in customer service, accounts and cash management. Adept at handling multiple customer requests and concerns with utmost professionalism and courtesy. Knowledgeable professional having 2 years' experience as a lecturer in Computer Science

Qualifications

Bachelor of Technology (Computer Science Engineering)	SIMAT College, Kerala	Calicut University	62%	2013
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Career Snapshot

Customer Service Executive Muthoot Fincorp Limited Kerala -India.	Feb 2019 - Present
Assistant Branch Manager JMJ Finance Limited Kerala -India.	July 2018 - Jan 2019
Cashier & Accountant SML Finance. Kerala -India.	Jan 2016 - April 2018
Lecturer in Computer Science Scholar College. Kerala -India.	July 2013 - March 2015

Job Role

Customer Service Executive, Muthoot Fincorp Limited, Kerala -India.

- Attending walk -in clients at Branches.
- Handling instant money transfer (Westernunion, Ria Money,Xpress Money,Transfast,Ez-Remit,Instant Cash)
- Handling Purchase & Sale of Foreign Currencies.
- Ensuring proper Verification & Valuation of Collateral Securities and Documents.
- Processing/ documentations of Loans & other financial services.
- Accepting & appraising gold jewellerys as per company norms.

Assistant Branch Manager, JMJ Finance Limited, Kerala -India.

- Lead a team of branch staff for consistent business development.
- Achieve branch targets and ensure profitability of the branch
- Analyze applicant's financial status, credit and property evaluations to determine feasibility of granting loans.
- Customer canvassing.
- Daily collection monitoring.

- Due customer meeting.
- Approving the gold and business loan.
- Managing Accounts and cash.

Cashier & Accountant, SML Finance, Kerala –India.

- Accept customers' deposit.
- Processed withdrawals upon balance verification.
- Making payment and receipt vouchers in the system.
- Sorted, wrapped coins and paper money in separate bundles.
- Verify and tally cash received.
- End of day by tallying cash with the system.

Lecturer in Computer Science, Scholar College, Kerala –India.

- Preparing the curriculum and presenting the material to class
- Tracking attendance, assigning homework, grading assignments, giving feedback and communicating effectively with students at all levels of technological understanding.
- Ensuring that class materials are up to date

Achievements

- Event organizer in college and school.
- Football player in college team and also participated in different tournaments.
- Excellent communication skill and a good hard worker.

Computer Skills

Operating Systems	: Windows XP/7, Ubuntu
Languages	: PHP, ASP.NET,SQL ,TESTING
MS Office	: Excel ,Word ,PowerPoint
Hardware	: Assembling and Disassembling the computer, Troubleshooting, Windows mail, printer

Personal Info

Nationality	: Indian
Date of Birth	: 23/05/1992
Marital Status	: Single
Address	: Pulacakal House, Indira Nagar 1 st ,House No :81, Kunnamkulam(P.O), PIN : 680503, Thrissur District, Kerala
Passport	: L5670718
Languages	: English, Hindi ,Malayalam & Tamil