

vimallikori stephen

Branch Operations Manager



7 Years 2 Months



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Profile Summary

7+ year experience in operations manager and sales in IDFC first Bharat Ltd. adept at any environment. team player and enthusiastic go getter. outgoing individual with a pleasant personality.



Key skills

- Loan Operations
- Teller Operations
- Excel
- MS Office
- Accounting
- Sales
- Data Entry
- Team Handling
- Inventory Management
- Coordination Skills
- Schedule Management



Personal Information

City **Chennai**

Country **INDIA**



Hobbies

- Playing Football
- Watching Movies



Languages

- Tamil
- English



Education

MCA, 2014

Loyola college

B.Sc, 2011

**A V C COLLEGE OF
ENGINEERING**

12th, 2008

Tamil Nadu, Tamil

10th, 2006

Tamil Nadu, Tamil



Work Experience

Sep 2016 - Nov 2023

Branch Operations Manager

IDFC Bharat Ltd

- Executed loan QDE, DDE, disbursement, and ensured KYC verification for enhanced operational efficiency.

- Handled cash operations including opening, closing, and maintaining cash deposit with precision.

- Implemented and upheld high standards of customer service to ensure customer satisfaction and retention.

- Managed document disbursement, dispatch, and tracking

responsibilities efficiently.

- Maintained records for cash deposit, stationary, courier inward and outward register, and ensured seamless office opening and closing procedures.

- Oversaw the File login process for all product, ensuring accuracy and compliance.

- Monitored, evaluated, and reported branch performance against set financial and operational goals to drive improvements and align strategies.

- Successfully administered the operations of a branch, leading a team of 18 employees to achieve operational excellence.

Jan 2024 - Present

Senior Business Development Manager

IndusInd Bank

Ensures high levels of customer service orientation and application of bank policy.

Plans and conducts special sales initiatives and events for prospective and existing clients.

Coordinates with other group companies to provide seamless

access to other products.

Maintains complete relationship record for assigned customer accounts.

Tracks customer complaints/queries and turnaround times for customer satisfaction

Developing and maintaining banking relationships with a select group of high net worth customers through individualized customer service.



Certification

- HDCA
- IRDA COPERATE AGENTS CERTIFICATE (Valid upto March 2027)