

Assistant Sales Manager (Banking) / Counter Staff/ Customer Service (Exchange)



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An ambitious and energetic person with an artistic flair. Enthusiastic with a passion for top performing and a pride for producing quality work. Thrives on challenges, taking up ownership of the assignments, works well under pressure and strives to maintain the highest standards. Excellent well rounded personality who communicates well with all levels of people from different ends.

OBJECTIVE

Looking for an opportunity in an organization that would be a great learning environment which would help me evolve and sharpen my skills. Would love to work with a dynamic group of people and be part of a team that would drive the organization's growth from strength to strength for mutual benefit.

CAREER SUMMARY

- Counter Staff / Customer Service Officer in **Al Ansari Exchange LLC, Abu Dhabi** from 01-10-2017 to present
- Assistant Manager- Sales in **Kotak Mahindra Bank Ltd., India** from 28-07-2016 to 31-08-2017.
- Assistant Manager- Sales in **JB Boda Insurance Brokers Pvt. Ltd., India** from 02-05-2015 to 30-06-2016

ACHIEVEMENTS

- Winner of Teller Incentive Campaign 2018 (Al Ansari Exchange LLC)
- Rewarded by Zonal Manager for Excellent Performance in Sales of Banking Products 2017 (Kotak Mahindra Bank Ltd)

EXPERIENCE

1. **Al Ansari Exchange LLC (UAE)**

Counter Staff / Customer Service Officer (October 2017- Present)

Responsibilities

- Primarily to assist in foreign and local remittance both for individual customers as well as Corporate customers, not compromising on Anti Money Laundering laws established by UAE Central Bank.
- Accepts payment for Credit Cards issued by various banks in UAE

- Send and receive Western Union transactions.
- Accepts Utility bill payments like telephone, electricity, internet etc.
- Accepts payment for airlines booking of Air Arabia and Fly Dubai.
- Promote savings among the individuals with savings scheme in the likes of National Bonds and first Savings, and accepting payments for the same.
- Follow up with customers based on issues relating to the transactions done and corresponding with the head office for the same
- Respond to customer queries and providing necessary information regarding products and Services.
- Assist the customers entering the branch by handing our adequate forms for the service needed.
- Provide alternative options among the various services provided and suggesting the best choice in the customers favor based on his needs
- Respond to phone calls received in the branch and providing information required or passing the message to the concerned staff.
- Respond to e-mails received in the branch, acting upon the e-mails received, and, also draft e-mails according to the situations and initiating a correspondence.
- Registering tickets for various issues related to the transactions and other services.
- Follow up with the customer and act as a medium between the customer and the operations
- Department on various issues related to the transactions.

- **Achievements**

- Have a track record in Cash Handling without any discrepancy in the entire period worked as a Teller.

2. **Kotak Mahindra Bank Ltd (India)**

Assistant Manager- Sales(July 2017 – August 2018)

Responsibilities

- Maintained friendly and professional customer interactions, Greeted customers entering the store to ascertain what each customer required . Asked open- ended questions to assess customer needs.
- Answered phone calls by addressing customer inquiries , solving problems and providing new product information.
- Handle customer service requirements like account opening, DMAT account opening, grievances, liability product selling, liability on product features, Cheque book issuance
- Sales targets for banks and investment products.
- Cross-sale of asset products
- Back-up to relationship managers holding HNI relationship
- Customer acquisition through referrals
- Meet daily, weekly and monthly target.

Achievements

Won many contests regarding sales of banking products.

3. **JB Boda Insurance Brokers Pvt. Ltd. (India)**

Assistant Manager – Sales (May 2015 – June 2016)

Responsibilities

- Convince the customers to buy various insurance products.
- Developing and maximizing incomes to the company.
- Maintain reports on daily basis.
- Keep update of all the different insurance products.
- Marinating direct contacts with clients if needed.

EDUCATION

- **Bachelor of Engineering (Computer Science and & Engineering)** with 76% aggregate marks from Imayam College of Engineering, Chennai (Affiliated to Anna University Chennai)
- **HSE** with 87% aggregate marks from Vijaya Higher Secondary School, Pulpally (Board of Public Examinations, Kerala)
- **SSLC** with 85% aggregate marks from ST. Mary's Higher School, Mullenkolly (Board of Public Examinations, Kerala)

SEMINARS AND WORKSHOPS ATTENDED

- Anti-Money Laundering Course Attended and certified (AI Ansari Exchange LLC)
- Various Other Product Knowledge Training (AI Ansari Exchange LLC)

COMPUTER KNOWLEDGE

- MS Office / Excel / PowerPoint / WinWord / Outlook / Tally / SQL

REFERENCE

To be furnished upon request

PERSONAL INFORMATION

Date of Birth : 06th November, 1994
 Nationality : Indian
 Languages : English, Hindi, Malayalam, Tamil
 Visa Status : Transferrable Employment Visa
 Driving License : UAE Automatic