



Mahendra Pratap Singh

Nationality: Indian **Date of birth:** 07/07/1992 **Gender:** Male

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Work: (United Arab Emirates)

ABOUT ME

Highly accomplished banking professionals with extensive hands-on experience in cash management, customer service, product implementation, and branch operations. Performance-driven individuals with over seven years of banking experience, including three years in Cash Operations, three years in Branch Operations, and one year in Compliance KYC & AML. Significant ability to streamline business operations to drive growth, efficiency, and productivity. I possess solid leadership, communication, and analytical and interpersonal skills to establish rapport with all levels of staff and management, which enables me to succeed and achieve critical outcomes.

WORK EXPERIENCE

Customer Service Representative

CSB BANK LTD [10/2021 – 12/2022]

Country: India

- Approved customer requests processed by staff, such as accounts opening, fund transfers, online banking, ATM card requests, mobile banking, and credit card applications, by reviewing and requesting necessary documentation from the clients according to the laid down rules and guidelines.
- Achieved the targets of facilitating existing customers with online, mobile banking and CDM to reduce footfall in the branches to avoid unnecessary traffic. New customers were introduced to the bank through existing customer recommendations and other channels. Attended and replied to customer emails and calls for queries on payments and ensured they are being processed before the cut-off time.
- Achieved monthly individual and branch targets by sell/cross-sell credit cards, ATM cards, online banking, Mobile banking, personal loans, savings and salary accounts to new and existing customers. Achieved the targets of facilitating existing customers with online, mobile banking and CDM to reduce footfall in the branches to avoid unnecessary traffic.

Privilege Banker

ICICI BANK LTD [03/2020 – 09/2021]

Country: India

- Strictly followed all policies procedures with regards to cash operations to ensure strict adherence to minimize losses from operational risk. Managed the bank's centralized cash department and branch cash operations, which includes monitoring of cash sorting, bundling, disbursing of serviceable cash bundles to branches/central bank and reporting.
- On a daily basis, we ensured that cash-related GL accounts and ATM reconciliations were balanced, ensuring that all cash overnight limits were maintained. If any excess cash in branches is to be coordinated and transferred to the central cash department, any excess cash is properly reported and approved by the Head of Operations for additional insurance cover, verified teller transactions after proper checks have been conducted, and mistakes are rectified, if any. All cash deposits above the AML threshold were monitored and approved, and proper records of the source of funds were maintained.

Service Delivery Ambassador

RBL BANK LTD [01/2017 – 03/2020]

Country: India

- Accountable for day-to-day relevant activities/functions in Cash Operations in a cost-effective manner and supported customers on processing matters. Identified internal and external customer requirements, quality of delivery, maintenance of compliance, central bank regulatory guidelines, and operating instructions.
- Processed teller transactions relating to local and foreign currency (deposits and withdrawals), checks withdrawals/deposits through Integrated Data Management System (IDMS), and interbank transactions within the authority limits, obtained approvals if necessary, after scrutinizing the documentation in a timely manner.
- Screened all beneficiaries for cash/cheque payments (deposits/withdrawals) through Microsoft/Hot Scan systems and obtained necessary approvals for escalations of hits from compliance. Balanced teller cash till with the cash GL account/entries and prepared cash registers (local currency/foreign currency), vault register, and other reports related to cash.

Personal Banker (Operations) Officer

AXIS BANK LTD [06/2015 – 01/2017]

Country: India

- We reviewed applications and other documents for appropriate terms and conditions to ensure error-free and met bank service level standards, ensuring strict adherence to control to minimize losses from operational risk.
- Reviewed applications for accuracy, completeness and compliance with internal and external policies and practice for Commercial Documentary Credit, Documentary Collections and Bank Guarantees. Assisted in the end to end implementation process for Cash Management receivables products such as customer on-boarding, vendor cash collection/delivery and correspondent bank collections & disbursement.
- Obtain the best pricing from vendors and coordinate with customers to provide efficient and secure cash transportation services.

EDUCATION AND TRAINING

Bachelor of Business Administration

SITM

Country: India

Masters of Business Administration

Institute of Technology & Science

Country: India

LANGUAGE SKILLS

Mother tongue(s): **Hindi**

Other language(s): **English**

DIGITAL SKILLS

financial analysis / Risk-management / Credit analysis / Relationship management / Regulatory Compliance / Customer Service / Sales and Business Development / Financial Planning and Forecasting / Communication & Presentation / Teamwork & collaboration