



AMAL THOMAS

MASTER OF BUSINESS ADMINISTRATION

CONTACT

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Kottayam - Kerala

ACADEMIC DETAILS

Master of Business Administration

MG University - 2019

Bachelor of Commerce

MG University - 2017

Higher Secondary Education

Govt of Kerala - 2014

KEY SKILLS

- Customer Relationship
- Team Leadership
- Data Entry
- Market Research
- Time Management
- Data Analysis
- Reconciliation
- Attention to Detail
- Sales and Cross-Selling
- Operational Excellence:
- Strategic Planning
- Financial Acumen

TECHNICAL SKILLS

- Microsoft Office
- Basic Computer Knowledge

PROFILE HIGHLIGHTS

- Four plus years of work experience.
- Strong understanding of branch operations, customer service principles, and banking products.
- Sound knowledge of banking regulations, compliance, and risk management.
- Proficiency in Microsoft Excel and other relevant financial software.
- Adaptability and willingness to learn and grow within a fast-paced retail environment.

EMPLOYMENT HISTORY

Deputy Branch Manager

ICICI Bank - Chalakudy

Jul 2019 - Present

Finance Trainee

Air India Sats

Jan 2019 - May 2019

Management Trainee

Future Retails

Jan 2018 - Dec 2018

SUMMARY OF EXPERIENCE

Deputy Branch Manager

- Collaborate with the Branch Manager to ensure seamless branch operations.
- Monitor and manage day-to-day activities related to cash handling, account transactions, and other operational processes.
- Provide exceptional customer service and address customer queries, concerns, and complaints effectively.
- Collaborate with the sales team to drive the achievement of branch sales targets and cross-selling objectives.
- Lead, motivate, and guide the branch team to deliver outstanding performance and customer service.
- Foster a positive work environment that encourages collaboration, innovation, and continuous improvement.
- Assist the Branch Manager in strategic planning, goal-setting, and budgeting for the branch.
- Maintain proper documentation of all customer interactions, transactions, and processes in accordance with bank standards.

LANGUAGES

- English
- Hindi
- Malayalam

PERSONAL INFORMATION

Gender : Male
Nationality : Indian
Date of birth : 07/08/1996
Marital status : Unmarried
Passport No : R 0948073

Finance Trainee

- Work closely with the Accounts Manager to assist in day-to-day financial operations.
- Process receipts and payments, ensuring accuracy.
- Conduct regular reconciliation of bank statements, accounts receivable, and accounts payable.
- Collaborate with the finance team to resolve discrepancies and variances in financial records.
- Assist in generating financial reports, summaries, and analyses as required.
- Maintain organized and updated financial files and records for easy access and reference.
- Support the preparation of financial statements and reports for internal and external stakeholders.
- Assist in responding to inquiries and providing necessary information to auditors during audits.

Management Trainee

- Collaborate with the store manager to implement sales and marketing strategies.
- Participate in inventory management, including restocking, pricing, and product placement.
- Engage with new and existing clients to understand their needs and preferences.
- Provide product information, answer inquiries, and offer expert advice to customers.
- Lead and motivate the sales team to achieve set targets and objectives.
- Work towards achieving sales targets and contribute to the store's overall success.
- Analyze sales data to identify trends and opportunities for improvement.
- Provide insights and recommendations based on market research to enhance the store's product offerings and marketing strategies.

DECLARATION

I hereby declare that the above-mentioned details are true to the best of my knowledge and belief .

AMAL THOMAS