

RIFAN P N

High Impact Human Resource & Admin Professional

Dynamic professional with background in business management, Human resource and finance. Accomplished to managing conflict resolutions to maintain employee morale. Aspiring to strengthen staff and organization performance. Steadfast professional with comprehensive management experience interpersonal skills. Demonstrates integrity and good work ethics in dealing with customers.



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Dubai

WORK EXPERIENCE



Kotak Mahindra Bank (Relationship Manager SEP 2021 AUG 2023)

- Strengthened client relationships by actively listening to their needs and providing tailored financial solutions.
- Collaborated with cross-functional teams for seamless management of high-profile accounts, resulting in improved customer satisfaction.
- Performed responsibilities of selling banking products and services as well as sourcing and maintaining relationship with customers.
- Arranging meeting between the sales officer and the Customer.
- Sourcing, filtering, and catering product based on individual eligibility criteria.
- Monitored financial markets closely to stay informed on industry trends, ensuring accurate advice and guidance for clients.
- Coordinating sales efforts with the team and other related departments

Qconneqt Business Solution (Customer Service Representative APR 2020 JULY 2021)

- Highly organized CRM Analyst with strong problem-solving skills and a passion for customer service. Experienced in developing comprehensive plans to generate customer loyalty.
- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Handled complaints and provided appropriate solutions and alternatives within the time limits to ensure resolution.
- Assisted customers in navigating online banking platforms, improving their overall digital banking experience.
- Maintained strict adherence to compliance regulations, ensuring all transactions were accurately processed and documented.

EDUCATION



- **Master Of Business Administration**

Jain university Bangalore India 2021-2023

- **Bachelor of Business Administration**

Mahe cooperative college of higher education and technology.
2017-2020

KEY SKILLS

- MS Office
- CRM analysis
- Customer Relationship Management
- Account management
- Documentation
- Reporting
- New business generation
- Banking

INTEREST

- Accounting
- Leadership
- Administration
- Traveling and Adventure
- Art and Music

ACHIEVEMENTS

- Certificate of Appreciation from Kotak Mahindra Bank for exemplary performance in General Insurance in March 2023.
- Served people in Kerala through a volunteer program called "Youth Volunteer Force to Fight Covid-19".
- Elected as captain of college football team.



PROJECTS UNDERTAKEN

- The role of Human Resource Systems (HRIS) in Strategic Human Resource Management (SHRM).
- Employee rights and responsibility in the banking sector for Kotak Mahindra Bank.
- Industrial visit to Kerala State Rubber Co-operative Limited (Rubco).

PERSONAL DETAILS

- Date of Birth : 02/07/1997
- Gender : Male
- Nationality : Indian
- Visa Status : Visit Visa
- Languages Known : English, Hindi, Malayalam & Tamil

