



SHAHINA PEERZADE

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Visa Status: Spouse Visa – Transferable

PROFESSIONAL SUMMARY

Experienced Assistant Branch Manager In-Charge with over 6 years of experience in managing financial services, banking, and lending operations. Highly skilled in analyzing financial reports, developing strategies, and driving business growth. Proven ability to lead teams and build strong customer relationships to achieve company goals.

PROFESSION SYNOPSIS

Assistant Branch Manager In-Charge

Muthoot Finance, Ankola

March 2022 – June 2023

- Collaborated closely with Regional Manager to manage the daily operations of the branch.
- Coordinated loan processing and disbursal activities.
- Analyzed financial reports and data to assess branch performance.
- Trained and supervised branch staff.
- Provided excellent customer service and resolved customer complaints in time.
- Building relationships with high net worth individuals.
- Answering any financial queries.
- Managing and monitoring the performance of employees.
- Handling customer queries face to face, over the phone or via correspondence.
- Putting into effect new procedures and policies passed down from Head Office.
- Verifying customer data to detect and identify financial fraud.

Account Executive/Junior Relationship Executive

Muthoot Finance, Ankola

October 2016 – February 2022

- Prepare and maintain accurate financial records, including Ledgers, Journals, and other financial documentation.
- Assist in the preparation of financial statements, such as Balance sheets, Income statements, and Cash flow statements.
- Posting all month-end closing journals and maintaining necessary schedules.
- Assisted Senior Relationship Executives in meeting with clients and identifying their financial needs
- Conducted market research to gather data on financial products and services
- Prepared reports and presentations for Senior Management
- Assisted in organizing client events
- Handled customer queries and complaints
- Ensuring the smooth running of basic transactions.
- Responsible for cash management.

KEY COMPETENCIES AND SKILLS

- Customer Relationship
- Financial Reporting
- Business Processes
- Solution Implementation
- Report Writing
- Decision Making
- Asset and Liability Management
- Online Banking.
- Risk Management and Evaluation.

TECHNICAL SKILLS

- Core Banking Solution, CRM tool
- Tally
- MS Excel
- MS Word

QUALIFICATIONS

- Completed Bachelor of **Commerce, Karnataka University Dharwad.**