



# AMALA MATHEW

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- Availability - Immediate • Visa Status - Visiting
- Languages - English, Malayalam, Tamil, Hindi

## EDUCATION

- BSc Mathematics Kannur University 2016-2019
- Higher Secondary Examination (12th) Board of Higher Secondary Examination 2014-2016
- Secondary School Leaving Examination (10th) Board Of Public Examination 2014

## SKILLS

- Client Relationship Management.
- Service Quality Assurance.
- Operational Efficiency.
- Customer Service Excellence.
- Team Leadership.
- Communication Skills.
- Problem Solving.
- Sales Strategy Development.
- Microsoft Office (Word, Excel).
- Attention to Detail & Accuracy.
- KYC Compliance (CDD, EDD, Customer Identity Verification).
- Risk Management (High-Risk Client Reviews, Risk-Based Approach).
- Transaction Monitoring (Fraud Detection, High-Value Transactions).

## CERTIFICATIONS

- National Institute of Securities Markets (NISM) Certificate.
- Insurance Regulatory Development of India (IRDA) Certificate.
- Banking Associate Course Certificate (2019-2021) - Banking Financial Services & Insurance (BFSI) Sector Skill Council of India.

## SUMMARY

Detail-oriented banking professional with over 3 years of experience in banking operations, sales, and customer service. Proven track record in delivering exceptional client experiences, driving sales growth, and streamlining operational processes. Committed to delivering high-quality service and contributing to organizational goals in a fast-paced banking environment.

## WORK EXPERIENCE

### SERVICE DELIVERY MANAGER

Jul 2023-Sep 2024

#### IndusInd Bank

- Provide exceptional service to customers by addressing inquiries and resolving issues promptly and effectively, resulting in a 25% increase in customer retention.
- Process customer transactions, including cash transfers and deposits, ensuring accuracy and compliance with banking regulations.
- Maintain accurate records of transactions, customer interactions, and financial documentation.
- Verified customer identities, addresses, and other relevant information to ensure compliance with KYC and AML regulations.
- Conducted Customer Due Diligence (CDD) and Enhanced Due Diligence (EDD) for high-risk clients in compliance with regulatory standards.
- Assist in audits by providing necessary records and documentation.
- Ensure adherence to regulatory requirements and internal policies, conducting regular audits to identify and mitigate risk.
- Assist clients with account opening, closing, and maintenance, ensuring accuracy and adherence to bank policies.

### OFFICER SALES

Nov 2021- Feb 2023

#### AXIS BANK

- Identify opportunities for cross-selling additional products and services to existing clients, contributing to overall business growth.
- Handle customer complaints and issues with professionalism, aiming for satisfactory resolutions.
- Work closely with team members and management to achieve branch goals and enhance operational efficiency.
- Conduct market research to identify trends and competitive offerings, adjusting sales tactics accordingly.
- Gather and analyse client feedback to inform service enhancements and improve customer satisfaction.
- Develop and implement sales strategies to promote banking products and services.
- Monitor and report on sales performance metrics, analyzing trends to adjust strategies and improve outcomes.
- Provide professional and courteous assistance to customers in resolving their banking queries and issues.