



# INDU REKHA

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## SUMMARY

Result-driven professional with over 6 years of experience in accounts and banking operations, I have a proven track record in managing financial transactions, customer service, and cross-selling banking products. Skilled in CRM tools, Excel, and financial reporting, I am seeking new opportunities in the accounts and banking profession to leverage my expertise in optimizing financial processes and enhancing customer satisfaction.

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## KEY SKILLS

- Transaction Management
- Core Banking Expertise
- Financial Reconciliation
- Invoice & Billing Processing
- Sales & Product Promotion
- Petty Cash Management
- Customer Problem-Solving
- Financial Reporting & Analysis
- Deadline-Oriented Workflow
- Cross-Functional Collaboration
- Regulatory Compliance
- Client Relationship Management

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## TECHNICAL SKILLS

- **Office Tools** : Microsoft Word, Excel
- **Banking Software** : CRM Tools, Sidhi Axis App, Finacle

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## WORK EXPERIENCE

### Assistant Manager - Teller

December 2023 – May 2024

Axis Bank, India

- Processed account transactions, including deposits, withdrawals, and loan payments.
- Maintained customer interaction records in the bank's CRM system and Siddhi Axis App.
- Provided account services such as cheque clearing and balance inquiries.
- Cross-sold banking products and services to meet customer needs and promote offerings.
- Addressed customer inquiries and ensured timely resolutions to maintain satisfaction.
- Generated leads and referrals for new customer acquisition and sales of bank products.
- Contacted existing customers to encourage additional deposits and upselling opportunities.
- Directed customers to appropriate representatives for specialized services.
- Actively promoted product promotions and special offers to customers.
- Ensured compliance with banking policies and procedures during transactions.
- Delivered accurate solutions to customer complaints to enhance retention.

### Accounts and Office Administration

February 2018 – December 2023

Associate Trading, India

- Managed financial obligations, including payments to suppliers, vendors, and customers.
- Processed and reconciled bank deposits and financial transactions.
- Prepared, issued, and securely stored invoices for accurate record-keeping.
- Followed up with clients to ensure timely payments and managed overdue accounts.
- Monitored accounts payable and receivable to maintain financial accuracy.
- Handled correspondence and phone calls, ensuring timely responses.
- Supported budgeting processes and assisted in creating financial reports.
- Maintained organized filing systems for financial documents and communications.
- Ensured compliance with accounting standards and company policies.

## EDUCATION

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### Master of Business Administration (MBA)

2015 – 2017

Department of Management Studies (Kannur University) | Kerala, India

### Bachelor of Business Management (BBM)

2012 – 2015

Morazha Arts and Science College (Kannur University) | Kerala, India

## INTERNSHIP EXPERIENCE

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### HR Internship - Performance Appraisal

Organizational Study at NxtGen Infinite Data Center | Bangalore, India

- Conducted a detailed performance appraisal analysis to enhance employee engagement.
- Identified gaps in HR practices and suggested actionable improvements.
- Prepared a comprehensive report to optimize workforce performance.

## PROJECTS

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### Project Title : Study on Quality of Work Life at Forest Industries Travancore Ltd | Kochi, Kerala, India

- Assessed factors impacting employee satisfaction and productivity.
- Recommended strategies to improve work-life balance and job satisfaction.
- Developed insights to foster a positive workplace environment.

## CERTIFICATIONS

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### SAP Order Fulfillment: Sales and Distribution

January 2017 - September 2017

### IRDAI Certificate

- Certificate No : SP0069702208
- Category: Composite
- Validity: 31/012024 - 30/01/2027

## ADDITIONAL INFORMATION

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- Languages** : English, Malayalam
- Visa Status** : Visiting Visa

## DECLARATION

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I hereby declare that the above mentioned statement is correct and true to the best of my knowledge and belief.