

INDU REKHA

ASSISTANT MANAGER -
TELLER

✉ nithyaindurekha@gmail.com

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📍 Dubai, UAE

ABOUT ME

Results-driven **Accounts & Banking Professional** with **6+ years of experience** in financial transactions, customer service, and banking operations. Proven ability to **process high-volume transactions**, optimize financial workflows, and enhance customer satisfaction. Skilled in **account management, financial reporting, CRM tools, and cross-selling banking products**, with a track record of **boosting sales, improving efficiency, and reducing financial discrepancies**. Seeking an opportunity to leverage expertise in **accounts, finance, and banking operations** within a dynamic organization.

SKILLS

Banking Software: CRM Tools, Sidhi Axis App, Finacle

Financial Transactions & Bank Reconciliation

Invoice & Billing Processing

Cash Handling & Daily Tallying

Accounts Payable & Receivable Management

Financial Reporting & Analysis

Office Tools Microsoft Word, Excel

LINK

LinkedIn:

<https://www.linkedin.com/in/indu-rekha-6943a362>

LANGUAGES

English

Malayalam

PERSONAL DETAILS

Date of birth

27 Mar 1994

Nationality

Indian

Visa status

Visiting Visa

Marital status

Single

WORK EXPERIENCE

ASSISTANT MANAGER - TELLER | *Axis Bank, India* | *Dec 2023 - May 2024*

- Processed **200+ daily financial transactions** (deposits, withdrawals, loan payments, and cheque clearing) with **99% accuracy**, ensuring compliance with banking regulations while maintaining detailed records in the bank's CRM and **Siddhi Axis App** to ensure seamless operations.
- Increased **cross-selling conversion rates by 25%**, successfully matching customers with relevant financial products
- Managed **over 10Cr INR in monthly accounts receivable and payable transactions**, ensuring timely payments and reconciliation.
- Developed strong customer relationships to generate leads and referrals, expanding the bank's customer base and increasing product sales.
- Followed up on overdue accounts, reducing **outstanding balances by 30% within six months**
- Provided **high-touch customer service**, handling **100+ inquiries per day** and resolving **90% of cases on first contact**, enhancing customer satisfaction.
- Prepared, issued, and securely stored invoices, ensuring meticulous documentation and compliance with financial policies.
- **Tally cash-in-hand with financial books daily**, ensuring 100% accuracy in physical vs. recorded balances.

ACCOUNTS AND OFFICE ADMIN | *Associate Trading* | *India*

| *Feb 2018 - Dec 2023*

- **Verified and reconciled cash balances with accounting records**, maintaining financial integrity. Processed and reconciled bank deposits and financial transactions.
- Processed and reconciled **50 lakhs INR in monthly bank deposits**, ensuring financial accuracy.
- **Managed end-to-end financial obligations**, overseeing **timely and accurate payments** to suppliers, vendors, and customers, ensuring seamless cash flow and compliance with financial policies
- Improved **invoice processing speed by 30%**, reducing backlog and enhancing cash flow.
- Assisted in preparing **quarterly financial reports**, identifying cost-saving opportunities that reduced expenses by **10%**.
- Maintained organized filing systems for financial documents and communications.
- Led a project to optimize **CRM data management**, decreasing **customer query resolution time by 20%**.

INTERNSHIP

HR INTERNSHIP - PERFORMANCE APPRAISAL

| *Organizational Study at NxtGen Infinite Data Center* | *Bangalore, India*

| *Jan 2017 - Sep 2017*

- 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.

EDUCATION

MASTER OF BUSINESS ADMINISTRATION (MBA)

Department of Management Studies (Kannur University), Kerala, India | *2017*

BACHELOR OF BUSINESS MANAGEMENT (BBM)

Morazha Arts and Science College (Kannur University), Kerala, India | *2015*