

# Vellai Lakshmi S

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📍 #25 3rd cross behind SDA primary school kammagondanhalli Jalahalli West Bangalore 560015

in <https://www.linkedin.com/in/vellai-lakshmi-shankar-b33204237> 📅 13/10/1998 🇮🇳 Indian 🌐 Single

## PROFILE

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CRO (Customer Relationship Officer) with an outstanding background in Branch Banking, Retail Operations, Customer Services and Sales. addresses all questions and concerns with customer satisfaction in mind. Banking professional successful at cross selling bank products and services. Hardworking and outgoing team member versed in cash handling processes.

## PROFESSIONAL EXPERIENCE

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### CRO - Assistant manager - Bandhan Bank limited Operations

6 Months  
Bangalore, India

- Over the counter interaction with customer for creating awareness about banking products services facilities available in the bank and responding to customer queries.
- Handling front end operations, opening of savings, current account and fixed deposits , recurring deposits with less NFTR.
- Ensuring customer request are processed with the TAT with less NFTR.
- Transaction monitoring and Compliance analyst with a focus in Customer due diligence, Anti money laundering and Know your customer.

### Bank Teller

- Opening and Closing the branch, cash vault counter at the proper time as specified by the bank.
- Handling all cash and RTGS/NEFT, internal cheque transaction and custodian of vault.
- Process all clients transactions such as withdrawals, deposits and transfers.
- Respond to clients questions and concerns related to their accounts and bank products.
- Accurately record each transaction to ensure all documentation and paperwork is in compliance.

### Marketing/Business Development

- Handling retail banking activities as well as involved in cross selling of the banking products to existing Customer to enhance product portfolio.
- Maintaining key relationship with existing Customer.
- Interacting with other departments to cross sale the other products of the bank.
- Providing superior and responsive customer service to both internal and external groups through customer service skills.

## SKILLS

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### Banking Software

FIS,BERP, Oracle Flexcub

### Application software

MS office

### Strong customer relationship

### Quick learner

### Multi tasking ability

## EDUCATION

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### MBA

CIMS B-school

2020 – 2022  
Bangalore, India

**BBA in Finance**  
*MLA Academy of higher learning*

2016 – 2019

**PUC**  
*BBMP Composite Junior College*

2014 – 2016

**SSLC**  
*Cluny Convent High School*

2014

## **PROJECTS**

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**"A study on the various employee welfare schemes at Vishnu Forge Industrial Limited"**

05/2022 – 07/2022

The study is made to identify the employee welfare measures adopted in Vishnu Forge Industrial Limited and found that employees are satisfied with welfare measures.

**"A study on employee perception towards recruitment and selection process at BMTC"**

02/2019 – 04/2019

Understanding recruitment and selection process and determining employees perception towards recruitment and selection process implemented in the organisation.

## **CERTIFICATES**

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- Certified Microsoft office specialist for "office excel 2016"  
- Advance Excel on May 2022
- Completed Human resource management course from Great learning on September 2022
- Completed Digital marketing strategies course from Great learning on September 2022

## **LANGUAGES**

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English, Kannada and Tamil

## **INTERESTS**

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Drawing, Painting and Crafts

## **DECLARATION**

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"I hereby declare that all the information furnished above is true to the best of my belief."