

SHIBIN A

An experienced Relationship Manager with over 3 years of expertise in fostering robust client relations within the financial services sector. Skilled in driving client growth, managing complex projects, and delivering tailored solutions with a strong record of enhancing client satisfaction and loyalty. Proficient in streamlining operations, improving process efficiencies, and overseeing daily operational activities. My strategic approach and analytical proficiency have consistently contributed to significant business advancements.

CONTACT INFORMATION

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shibin552@gmail.com
UAE

EDUCATION

MBA IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT | 2019
- Bharathiar University

BACHELOR OF COMMERCE | 2014 - 2017
- M.G University

HIGHER SECONDARY | 2014
- Board of Higher Secondary Examination, Kerala, India

SSLC | 2012
- Board of Public Examination, Kerala, India

COMPUTER PROFICIENCY

MS Office	★ ★ ★ ★ ★
Tally ERP	★ ★ ★ ★ ★
Basic Operation	★ ★ ★ ★ ★
Internet & Email	★ ★ ★ ★ ★
Vlookup	★ ★ ★ ★ ★
Microsoft excel	★ ★ ★ ★ ★

SKILLS

Team Work	Work Ethic	Analytical skills	Leadership Quality
Decision-making	Time Management	Customer service	
Problem Solving Ability	Hardworking	Positive Attitude	Honesty

WORK EXPERIENCE

RELATIONSHIP MANAGER | Feb 2023 – Jun 2024
Hedge Equities, Kerala, India

- Cultivated strong, trusting relationships with clients, increasing customer satisfaction and retention by 20%.
- Introduced Hedge Equities' products and services to college students, educating over 500 students on investment opportunities and financial planning.
- Facilitated meetings with college principals to discuss collaborative opportunities, promoting financial literacy among students. Coordinated internship placements for students, successfully connecting 75% of participants with potential job opportunities.
- Identified and capitalized on opportunities to maximize profitability for clients and the organization, contributing to a 15% revenue increase.
- Streamlined operational processes, reducing processing times by 25% and improving overall efficiency.
- Managed daily operational activities, ensuring smooth and efficient workflows.
- Led and motivated team members, fostering a productive and cohesive work environment.
- Conducted orientation sessions for college students, informing them about internship programs and their benefits.

PROFESSIONAL SKILLS

- Relationship Management
- Operations Optimization
- Financial Analysis and Reporting
- Strategic Planning and Implementation
- Team Leadership and Development
- Client Engagement and Retention
- Budgeting and Forecasting
- Regulatory Compliance
- Process Improvement

PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- **SERVICE** - Having a client focused approach Skills include Patience, Attentiveness and a positive language.
- **ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time -management.
- **MANAGEMENT**- Management skills to direct others and review others performance.

LANGUAGES KNOWN

English	<div></div>	100 %
Malayalam	<div></div>	100 %
Hindi	<div></div>	85 %
Tamil	<div></div>	85 %

INTERESTS



Songs



Travelling



Reading



Media anchoring

OPERATIONS MANAGER | Dec 2021 – Jan 2023

CLIMATE CORPORATE TRAINING SOLUTIONS

KEY RESPONSIBILITIES

- Oversaw budgeting and forecasting activities, ensuring financial stability and strategic resource allocation.
- Directed the production of promotional materials, including websites and brochures, to enhance brand visibility and market presence.
- Managed payroll processes to ensure accurate and timely compensation for employees.
- Implemented cost-effective operational strategies to optimize efficiency across all departments.
- Developed and implemented operational management systems to streamline workflows and enhance productivity.
- Formulated strategic objectives and operational goals aligned with organizational growth initiatives.
- Analysed financial data to identify trends and opportunities for improving profitability.

ACCOUNTANT AND OPERATIONS EXECUTIVE | Jul 2018 – Aug 2019

MUTHOOT MERCANTILE LTD

KEY RESPONSIBILITIES

- Managed accounting functions, including accounts receivable, accounts payable, and financial reporting, ensuring accuracy and compliance with regulatory standards.
- Coordinated operational activities to support business objectives and meet customer needs efficiently.
- Implemented process improvements to enhance operational efficiency and reduce costs.
- Utilized financial analysis to evaluate business performance and identify areas for improvement.
- Played a key role in strategic decision-making by providing financial insights and recommendations.

PERSONAL DOSSIER

Gender	: Male
Date of Birth	: 19/02/1996
Nationality	: Indian
Marital Status	: Single

DECLARATION

I hereby declare that the above mentioned information is true and I bear the responsibility for the correctness of the above mentioned particulars.

SHIBIN.A