

# SHAHANAS C ABDURAHIMAN

ASSISTANT. MANAGER BUSINESS DEVELOPMENT



## PROFILE

Detail-oriented Young Banker, aggressive salesperson skilled in fast-paced, high-volume work. Successful at leveraging administrative abilities and operational compliance handling and knowledge to meet performance targets and deliver exceptional customer service consistently. Resolving conflicts smoothly and independently solve customer and business issues. Vigorous, bilingual professional focused on continual professional and personal growth, including improving business and economic knowledge.

## EXPERIENCE

### Assistant Manager- SO

• 2019 - 2021

Ujjivan Small Finance Bank, KERALA, INDIA.

Performs as a primary custodian of the branch, compliance part, and achieve branch book size. Liaising with the main operating activities of the unit, soliciting new business and managing existing clients. And also responsible for developing the local market sales plan, working with all branch personnel to meet or exceed the annual sales target, preparing and presenting clear and persuasive sales presentations and negotiating with customers to enhance profitability.

- Acquire new customers to the bank and achieve both business targets in retail banking, individual, and branch.
- Train new hires as well as cascade new processes to the Operations Team.
- Prepare and verify cashier's checks and check reports and reconciliation cash daily.
- Filling and checking all transactions per day
- Mailing all kinds of reports to Head Office
- Attend area meetings every month
- Verifying high volume transactions
- Mailing all kinds of reports to Head Office
- Solve customer queries and problems promptly.
- Maintain retail - corporate relations for generating new business to the bank
- Conduct new marketing activities every month to promote business in every segment of customers based on their age, gender, social class, beliefs, and social status.

### Achievements

Top Rated employee for Financial Year of 2019-20 and 2020-21.

### Assistant Manager- CSO

• 2018 - 2019

Axis Bank, KERALA, INDIA

- Maintain retail - corporate relations for generating new business to the Bank.
- Investment Advisor.
- Teller service and Cash management.
- Conduct new marketing activities every month to promote business in every segment of customers based on their age, gender, social class, beliefs, and social status.

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## SKILLS

- Office Administration
- Retail Banking Operations
- Budget Administration
- Tax and Insurance advice
- Communication & Negotiation Skills
- Problem-solving
- Customer service
- Teamwork
- Organization and time management
- Leadership and team management
- Proficiency with bank teller software

## EDUCATION

M.B.A (FINANCE & MARKETING)  
VISVESVARAYA TECHNOLOGICAL  
UNIVERSITY 2014 – 2016  
BA Travel and Tourism  
Management  
KANNUR UNIVERSITY  
2011 - 2014

## PUBLICATIONS

- A study on Export promotion techniques.
- Tourism and sustainable energy
- Co-Operative Banks and its operations

## ACADEMIC MAJORS

- Business Management
- Banking
- Marketing Management
- Hospitality Management
- Sales Management
- Strategic Management
- Managerial Accounting
- Financial Management
- Tax Management
- Consumer Behavior
- International Tourism

## LANGUAGES

- ENGLISH
- MALAYALAM
- HINDI
- TAMIL

## EXTRACURRICULAR ACTIVITIES

- Participated in university inter-college cricket championship
- I was the initiator of 15 days national tour during my degree
- Attended the National Seminar on "Tourism and Sustainable Energy"

## INTERESTS

- Cricket
- Social Work
- Movies
- Travelling
- Reading
- Music
- Football

## PERSONEL DATA

Date of Birth: 28-10-1991

Gender: Male

Passport Number: V4330399

Nationality: Indian

- Ensure acquisition quality through strict documentation and following KYC norms as per RBI rules.
- Acquire new customers for the bank and achieve both business targets in retail banking, individual, and branch.

### Achievements

- Awarded for best operation team in south India under compliance part.
- Best Operation team across South India for achieving 100% Re-KYC and digital branch banking transactions.

## Business Development Executive

- 2017 - 2018

### **The Catholic Syrian Bank Ltd, KERALA, INDIA**

Schedule customer appointments and close the business. Make healthy relationships with existing and new clients to generate business opportunities. Retail budget planning and Segmentation for weekly, monthly as well as financial year achievements

- Portfolio management
- Handle self-correspondence with business clients, suppliers, and others.
- Operate in compliance with laws and regulations and adhere to lending compliance guidelines
- Resolve any customer issues
- Customer relationship management
- Cross-selling and acquisition of new business
- Ensure quality acquisition through strict documentation and following KYC
- Insurance Advisory
- Maintain strict compliance with banking standards, regulations, and laws.

### Achievements

- Awarded one of the best employees South India for sourcing Insurance

## VOLUNTEER EXPERIENCE

- National Service Scheme Volunteer, Kannur, India

Five years of active volunteer participation in social activities such as Conducting Social welfare activities, camps, student mentoring etc.

- Blood Donors Kerala, India

Five years of active volunteering, regular blood donor, Arranging Bloods for emergency patients in 2 districts

- Awareness Programmes Kerala, India

Conducted awareness programmes including guest lectures related to banking and financial institutions job

## REFERENCES

### **PREMGEETHA K P**

BRANCH MANAGER |  
Ujjivan Small Finance Bank.  
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### **SUVIJ K**

OPERATION MANAGER |  
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