

RESUME

Sridevi Rajendhiran

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Objective

To seek a position in our esteemed organization where I can apply my skills and improve my intellect. To be a continuous learner in my field of work so as to apply my learning to the benefit of our organization.

Professional Synopsis

Teller Authorizer with 6 years of experience in managing the Banking operations.

I enjoy encouraging and helping people seek solutions to situation problems. I have a keen interest in constantly advancing my academic and vocational skills. I have good communication and inter-personal skills.

Self-discipline, Patience and hard work are my FORTE. I concentrate on present, taking lessons from the past, with an eye on the future. Given a chance I am sure that I will be up to your expectation in contributing to the profitability of our organization and will come with flying colors.

Career Highlights

Working as Teller Authorizer –HDFC Bank Ltd, Chennai (From May 2016 – Till date)

The Growth Path:

May'16 – July 19 **Teller**

Aug'19 – Feb'23 **Teller Authorizer** (Teller operation & Personal Banking) branch size of 400 cr

Responsibilities

Team Management

- Leading, training & monitoring the performance of team members to ensure efficiency in operations and meeting of individual & group targets.
- Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members.
- Identifying training needs across levels through mapping of skills required for particular positions and analysis of the existing level of competencies.
- Ensures non sales staffs meets their target in all parameters

Operations Management

- Online authorization of cash/transfer transactions FX transaction processing and reporting within the stipulated TAT.
- Monitoring and Reconciliation of dummy, suspense, deferred accounts receivable/payable.

- Streamlining processes to ensure smooth functions and maintaining scrutiny quality for the branch in the Region.
- Initiating pro-active steps for resolving the queries with proper inter-departmental coordination with 0% escalations and 100% service quality maintenance.
- Controlling and Monitoring the daily operations of the branch
- Preparing and analyzing the audit and compliance aspect of the branch.
- Monitoring the Large cash transaction and adhering to the KYC norms as per the guidelines
- Custodian of the branch vault, gold loan vault and Lockers.
- Surprise verification will be carried out and the same will be reported to the regional office on monthly basis

Strengths:

- Result Oriented
- Team Player
- Good Communication Skills
- Well Organized and Flexible

Niche Skills

- Known for excellent customer handling skills
- Ability to understand the problems and suggest solutions
- Good interpersonal skills
- Adapt at handling even in difficult situations

Applications Worked On

- Oracle Flex Cube
- DealPro

Professional Certificates

- IRDA-2019(Insurance Regulatory and Development Authority)

Work Achievements

- * Received star service excellence award 6 times in the FY (19-20)
- * Promoted as Deputy Manager in the FY (19-20)
- * Received SC ratings in the FY (18-19), (19-20) and (20-21)

PERSONAL DETAILS:

Name	:	Sridevi Rajendhiran
Father's Name	:	T. Rajendhiran
Sex	:	Female
Date of birth	:	19-07-1994

Nationality	:	Indian
Qualification	:	B.E (CSE).
Language Known	:	English & Tamil

DECLARATION:

I hereby confirm that the information provided in this form is true to the best of my knowledge and belief.