

PRASHANTH S

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Objective

Seeking a challenging and rewarding career with an organization that gives me an opportunity to learn and grow and at the same time presents me with a chance to contribute towards its growth.

Professional Synopsis

- Exposure in Retail Branch banking sales as well customer service especially in cash management, branch operations, branch administrations & systems management.
- Could ensure audit parameters in daily transactions & ensured customer satisfaction by achieving delivery & service quality norms.

Area of Expertise in Banking

- Front Office operations like, Teller, Remittance, Transaction processing, Clearing, Query handling.
- Monitor the post service activities like follow up with the customers, service reminders and handling customer grievances for superior customer service.
- Ensuring customer satisfaction by achieving delivery & service quality norms.

Work Experience # 1

Employer : INDUSIND Bank Ltd.

Period : April 2012 - May 2019

Designation : Assistant Manager (Customer Service & Operations)

Transactions

Monitor and track daily responsibilities, oversee processing of transactions, manage ATMs/Cash/lockers, authorize and verify branch instructions, monitor adherence to processes, resolve escalated issues to ensure timely and effective transaction execution.

Operations & Systems Management

Track market and regulatory changes, monitor and upgrade existing system, implement change, ensure systems back-up , align system with environment changes to ensure continuity & adequacy of operations.

Customer Service

Set service standards; ensure redressed of customer grievances, monitor customer services by team, address escalated issues to ensure smooth relationship with clients.

People Management

Coach, counsel, guide and motivate team members, monitor performance, define work processes and systems to create a performing team and conducive work environment.

Branch Administration

Ensure proper upkeep of branch premises, Housekeeping, Leave Records, Vendor Management etc. Support Branch Head in sales promotions activities, display of branch merchandise, monitor administration budgets to resource all branch activities within targeted financial costs.

Work Experience # 2

Employer

ICICI Bank

Period

October 2007 to January 2012

Designation

Customer Service Manager

Responsibilities

- Front Office operations like, Teller, Clearing, Query handling.

Maximize the CASA base by enhancing the relationship value & by targeting the high net worth leads.

- Ensuring customer satisfaction by achieving delivery & service quality norms.
- Ensure Audit parameters in all the daily transactions.
- Submission of various Reports pertaining to banking operations

- **Received consecutive service excellence award (5 star rating for the branch at audit level)**

Work Experience # 3

Employer	Infosys BPO
Period	November 2005 – September 2007
Designation	Process Executive

Responsibilities

- Rebate and discount analysis / Random Audit.
- Research & monthly reconciliation of the claims by the vendor.
- Prevent income leakage by settling the disputed claims within time frame.

Academia

- **Bcom** University of Calicut.
- **Additional Qualifications** NCFM Certified
- **DNIIT** NIIT (2 yrs course)

PERSONAL INFORMATION

Date of Birth	17 th May 1981
Nationality	Indian
Marital Status	Married
Father's Name	P Sivadasan (Late)
Linguistic Ability	English, Hindi, Malayalam, Tamil
Permanent Address	Govardhanam Thottakara (PO) Ottapalam, Palakkad (DT) Kerala – 679102
Address for Communication	Govardhanam Thottakara (PO) Ottapalam, Palakkad (DT)

Kerala – 679102

Reference

Company Name	Manager Name	Contact NO
Indusind Bank	Gopakumar S	9048244552
ICICI Bank	Manju S Nair	8129310036

Declaration

I hereby declare that the above furnished details are true and correct to the best of my knowledge

Prashanth Sivadasan