

Yerupalli Giri Raju

Assistant Manager

Track record of providing high quality customer-focused service using in-depth knowledge of products and processes resulting in enhanced customer retention.

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PROFESSIONAL SUMMARY

Business Savvy Assistant Manager with over 7 years' experience assisting Operations Manager with overseeing all aspects of day-to-day Branch Operations.

ASSISTANT MANAGER (July 2015– Present)

Axis Bank Limited, Bangalore(June 2019 – Present)

- Managed transactions including new accounts, customer service and operations.
- Oversaw customer service functions and resolved problems within authority range.
- Acquired and retained clients through positive and efficient customer service.
- Assisted managers with various assigned tasks and trained new Tellers.
- Service and retain accounts and identify opportunities to cross-sell products and services.
- Solved customer problems in a fast-paced bank environment by responding to an average of 20 customer enquiries per day via telephone and in person.
- Handled cash deposits and withdrawals in an accurate and professional manner.
- Involved in processing Max Life, Aditya Birla Health, TATA AIG insurances and explaining customers about the products efficiently.

Currency Chest, Axis Bank Limited, Hyderabad (July 2015 – May 2019)

- Responsible for handling the Treasury of Reserve Bank of India (RBI) in the North-East/Hyderabad India for Axis Bank. Understanding the CLEAN NOTE POLICY set up by RBI and adhering to it.
- Undertaking training sessions for branches of the bank in the North-East/Hyderabad on Adjudication of Mutilated notes and Detection of FAKE notes.
- Educating branches on Note Refund Policy of RBI and implementation of it at various levels.
- Monitoring the Cash Holding Limit (CHL) and Cash Retention Limit (CRL) of the branches in North-East/Hyderabad. Fulfilling the objective of maintaining low CRL and CHL for the bank in the region.
- Responsible for ICCOMS/e-Kuber reporting for the unit for all types of remittances.
- Minimizing the risk of operations by understanding the demographics of North-East/Hyderabad India and planning the course of action accordingly.
- Responsible for detection of Fake Notes and Adjudication of Mutilated Notes from the remittances of the branches and Scheduling remittances from all branches of Axis Bank in North-East/Hyderabad to Currency Chest.
- Coordinating with various officials like RBI, police, vendors for outbound remittances.
- Tracking expenses incurred by branches during the course of remittances and reversing the bills raised. Preparing MIS at various grounds to serve the purpose of the higher management.
- Responsible for making inbound and outbound transaction from the vault of the unit as a joint

custodian. Maintaining all the legal documents required at various legal grounds to carry out the operations.

- Coordinating with Central team for exchanging legal documents, important MIS or any updates with respect to operations.
- Responsible for Floor Management through Visualization (FMTV) for the unit.

SENIOR ASSISTANT ACCOUNTANT (2012 DECEMBER – 2015 JANUARY)

NCC LIMITED(formerly Nagarjuna Construction Company Limited), Orissa, India

- Complete the reporting requirements to the parent company.
- Perform detailed account analysis and corporate month-end processing and reporting.
- Maintain the general ledger, ensuring compliance with GAAP.
- Reviewing / Preparing Bank Reconciliation.
- Process monthly payroll and maintain approved payroll records.
- Monitor stock levels and perform inventory reconciliations.
- Supervise the Quarter and annual audits (internal/ external).
- Review and authorize the weekly accounts payable run and improve existing processes and streamline workflows.
- Perking of accounting transaction in ERP package. Banking Transaction by manual and online.
- Knowledge sharing of ERP package to all the Staff. Working capital management and age wise redemption of party payment.

TRAINING COURSES

- IRDA Certification
- SAP FICO trained through Udemy Course
- The Complete Financial Analyst Course 2019 trained through Udemy Course

EDUCATION SUMMARY

Master of Business Administration(2010 – 2012)

Jawaharlal Nehru Technological University Kakinada (JNTUK)

GNIIT(2007 – 2010)

NIIT Dimapur

Bachelor of Commerce(2006 – 2009)

Nagaland University

SOFT SKILLS

- Highly motivated and eager to learn new technologies and products
- Strong Leadership Skills, Good communication Skills in written and verbal
- Ability to work under pressure, have flexibility and adaptability nature

- Management of team, Ability to learn from Criticism, Self-motivated with Positive attitude

LANGUAGES

English, Hindi, Telugu, Bengali, Assamese, Nagamese

HOBBIES

- Invest time on Wikipedia and Investopedia
- Go through TED talks about latest technologies
- Playing cricket and football
- Reading magazines and books

ACHIEVEMENTS

- Active Member of IIBF (Indian Institute of Banking & Finance).
- Trading in stock market regularly since 2017.
- Organized a National level Management Event in our college Chatura11 & 12. & also, we have conducted a survey on Rajiv Yuvakiranalalu a govt. project.
- Participated in the competitions conducted by various reputed colleges and universities.