

# BHOOPESH RAMAKRISHNAN

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## Objective:

To enhance my skills in a work related environment and learn new things that will make me a better professional. Use my talents by putting them into good use for the benefit of the organization that I work for.

MBA Finance graduate 8+ year of experience in the areas of banking, financial services, and media agencies. Expertise in operations, administration, project coordination, client relationship management, account management, and customer service gained in a highly competitive environment.

## Competency Skills:

- Consistency in performance
- Good in Interpersonal skills
- Highly Motivated and Confident Professional
- Dedicated with multi-tasking
- Communication Skills
- Good Analytical skills
- Ability to work under pressure
- Team Player

## Work History:

### Senior Associate –Customer Service Associate

[Oct 2019 –Mar 2020]

Lotus Interworks Inc | Kochi, Kerala

Responsibilities:

- Maintains customer relationship by responding to inquiries; documenting actions.
- Prepares for customer inquiries by studying products, services, and customer service processes.
- Responds to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer's understanding of information and answer.
- Records customer inquiries by documenting inquiry and response in customers' accounts.
- Improves quality service by recommending improved processes; identifying new product and service applications.
- Updates job knowledge by participating in educational opportunities.
- Accomplishes customer service and organization mission by completing related results as needed.

**Media Executive**

[Mar 2017- Jul 2019]

**Awan Media International FZ-LLC | Dubai Media City, UAE**

Responsibilities:

- Liaise with advertising and media agencies and clients
- Understand client advertising and promotional needs along with budget
- Manage and Coordinate campaigns post client approval and track budgets.
- Solicit with existing and new clients to develop profitable business opportunities and increase revenue
- Handle all aspects of advertising including market research and sales.

**Client Relationship Manager**

[June2015-Nov 2016]

**Larson & Toubro Ltd | Financial Services, Kochi, Kerala, India**

Responsibilities:

- Overall responsibility of all functional and operational aspects of a Branch; Administration, operation, business development strategy.
- Maintained 100% collection and sent timely reports to superiors to facilitate better decision making.
- Maintained a high-quality customer relationship.
- Handled problems and solves issues with customer satisfaction
- Coordinated with HR and admin department for compliance of legal matters related to branch opening (rental agreement, trade license, registration under shop establishment)
- Assigned duties for the junior staff and motivated them to achieve the deadlines and targets
- Prepared detailed daily reports for senior Management ,which shows the performance of entire branch and individual staff members
- Loan assessment and approval
- Prepared requisition for disbursement of loans
- Ensured that the core values, code of ethics and policies of the company adhered strictly in pursuit of business growth
- Maintained records accurately on a regular basis
- Assisted sales team when customer requires more information and detailed advice.

**Client Relationship Manager**

[May 2013-Mar 2015]

**Ujjivan Small Finance Bank | Thrissur, Kerala, India**

Responsibilities:

- Oversee branch operations and ensure regulatory and process compliance of the cluster.
- Accountable for day to day operational and administrative activities in the branches which include coordination with IT, infrastructure, security, secured stationary (operations), unsecured stationary (Admin) and housekeeping.
- Monitor performance of branch operations
- Provide guidance and regular updates on operations related topics
- Accountable for coordination of audits and closure of audit findings within timelines.
- Monitored work against objectives and set targets
- Prepared work plan and set targets for oneself

- Maintained registers and records to ensure proper documentation
- Verified timely and accurate data entry in Br.net
- Shared information required by HO timely Prepared reports like, disbursement, repayment, and overdue etc. for senior Management
- Measured progress and revises works plan accordingly
- Coordinated the activities of the Sales Department as leader of a team consisting 11 Members.
- Provided guidance to the junior officers.
- Recommended to grand or reject loan applications; loan appraisal and approval
- Maintained high quality portfolio by taking preventive and curative measures

### Accounts Assistant

[July 2011-Feb 2013]

V-Power Systems and Securities | UPS Manufacturing Co, Bangalore, India

### Audit Assistant

[May 2008-Feb 2009]

Worked with **KV MOHANAN (Chartered Accountant)**| Kannur, Kerala, India

### Education Details:

#### Master of Business Administration

NOV-2013

Specialized in Finance and Marketing, Hindustan College of Arts and Science, Affiliated to Bharathiar University, Coimbatore.

#### Bachelor of Commerce

MAR-2008

Prabhus's College, Affiliated to University of Calicut, Calicut

#### Higher Secondary Board

MAR-2004

Govt. Higher Secondary School, Mathil, Kerala

### Computer Skills:

- OPERATING SYSTEM: Windows 7/vista/XP/MAC
- Advanced knowledge of MS Office, Outlook
- Tally 9.0
- Br.Net
- MERC
- Working knowledge in SAP

### Personal Details:

Date of Birth	:	28-Feb-87
Nationality	:	Indian-(Kerala State)
Passport Number	:	T2498003
Visa Status	:	Employment Visa(Free zone)
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