**Imam Faizal Ameen**

**E-mail:** **Ifaizala@gmail.com**

**Mobile: +60162809387**

**Professional Profile:**

Experienced manager with a demonstrated history of working in the information technology and service industry. Skilled in team management and motivation, operation management, accounting, Microsoft office, and logistics management. Strong professional with a MCA focused in Krishnasamy College of tech from Anna University.

**Experience:**

**ASSITANT MANAGER**

**AL-FALAH Groups**, Johor, Malaysia.

March 2017 – Present

Responsibilities

* Supervised working of administrative staff and ensure documentation of all system procedures.
* Monitored and controlled all department actives and maintain effective relationships with staff members.
* Manage schedules, organized office function, prepare staff work schedules and oversaw daily operations of the office.
* Completed daily cash functions like account tracking, payroll and wage allocations, budgeting, donating and all types of cash and banking reconciliations with 100% accuracy.
* Completed daily accounting tasks including tracking funds, preparing deposits and reconciling accounts.
* Tracked various statistics and kept detailed records to support management.
* Automated daily stats reports that provided management with a key decision-making tool
* Generated financial statements and facilitated account closing procedures each month.
* Advanced computer skills in MS Office Suites and other applications/systems.

**ASSITANT MANAGER**

**HDFC BANK,** Chennai.

November 2013 to January 2017.

Responsibilities

* Products - Debit card , ATM fraud.
* Doing KYC verification in the misuse / Fraud cases which assist bank in taking the case forward towards a logical closure.
* KYC verifications includes the documents received for account opening and the documents received for further activation / deliverable request received in the required account
* Monitoring the fraud pattern and to keep the risk team alerted.
* Maintaining the record of KYC breach cases and coordinating with branch and CPU for corrective action
* Handling the direct banking channel complaints raised through phone banking , branches and by Email support team.
* In case of extremely difficult and delayed cases, follow up with the internal teams to ensure that customer does not take up the issue to consumer regulatory organizations.
* Handling the grievances complaints escalated to - MD / Nodal office / RBI.
* Identifying the Root Cause for Escalated complaints and also providing corrective and preventive measures to avoid the same in future.
* Checking the representment log received from acquiring banks for the chargeback raised with regard to the non disbursement of cash in other bank ATM.

**Education:**

* 2013 MCA [Computer Application] from Krishnasamy College of Engineering and Tech- Cuddalore,Tamil Nadu
* 2010 Bsc [Computer Science] from Thiruvalluvar Arts and Science College – Cuddalore, Tamil Nadu,

**Skills:**

* Office management
* Team building & Supervisions
* Spreadsheet & Database creation
* Bookkeeping & payroll
* Report & Document preparation

**Personal details**

**Personal details**

Father Name : SYED BASHEER

Date of Birth : 02-SEP-1989

Passport no : L6215461

Marital Status : MARRIED

Nationality : Indian

Language known : English, Tamil, Malay

Communication Add : Plot no: 27-01

 Kebun teh1, pusat perdagagan kebuteh

 Larkin, Johor Bahru 80250

 Johor, Malaysia

Permanent Add : 64-01 Sonnagar Street,

 Cuddalore port, Cuddalore 607003

Phone : +60162809387

**Declaration**

I hereby declare that information provided above is true to best of my knowledge.

 (Imam Faizal Ameen)