

Anbu S

Mobile: +91 9940139453 E-Mail: anbu.maybell@gmail.com

Banking Operations

SYNOPSIS

A dynamic professional possessing over 10 + years of experience in Banking and Operations currently associated with ICICI Bank Ltd, Chennai as Deputy Manager (Band II). Masters in Business Administration from Alagappa University Karaikudi. Prolonged experience in ensuring compliance of KYC, Phone & Net Banking as well as dealing with banks. Maintaining long-term customer relationships through the provision of high quality customer service. Supporting/cross functional groups within the organization for providing end to end solution to client within given TAT; sound understanding of KYC guidelines. Effectively managed team through clear communication and outstanding organizational skills and driving people to achieve set objective and goals.

PROFESSIONAL EXPERIENCE

ORGANIZATION: ICICI Bank Limited

EXPERIENCE: 29.05.2019 to till date.

DEPARTMENT: Branch Banking

DESIGNATION: Deputy Manager

KEY ROLES:

Generating the leads and login and disbursing the Home loans and it's involve all banking related service.

Verifying the customer data's and eligibility / KYC's and cibil and risk and disbursing the loans. Managing Branch Sales and giving end to end service for all asset products to customer and generating leads.

NEFT & RTGS & DD & Fund transfer, preparing NOC, handling all customers' data & managing day today business.

ORGANIZATION: HDFC Bank Limited

EXPERIENCE: 04.01.2016 to till 22.05.2019.

DEPARTMENT: Branch Banking

DESIGNATION: Assistant Manager

KEY ROLES: Disbursing the loan's as per the customer requirements.

- This involves verifying the customer data's and eligibility / KYC's and cibil and risk and disbursing the loans.

Managing Sales and Co ex for generating leads.

Monitoring of operations team to provide good service to the customers.

Checking day to day transactions / systems reports

Ensuring compliance to internal and external norms

Ensuring proper upkeep of records at the branch.

Providing necessary assistance to internal / external auditors to carry out audit of the branch.

- **Achievements:** Appreciated by auditors for up keeping of all the documents and records. And got the satisfactory rating for every audit.

ORGANIZATION: HSBC Electronic and Data Processing India Private Limited.

EXPERIENCE: 29.03.2011 to 25.12.2015

I have worked across various departments as per business requirements & internal changes.

DEPARTMENT -1 CRU (Documents Updating Team)

DESIGNATION: Senior Associate.

WORK PERIOD: 01st May to 25.12.2015.

KEY ROLES: Actioning Loan Documents Queries.

This involves customer active home loan documents confirmation, Rectification in pdd, Original Documents release to lawyer or Bank Branch post approval.

Co-ordinating with our branch INM staff's across pan India for resolving the customer queries related to authority letter and NOC preparing for active home loans.

Co-ordinating with sales RM's and other external forces of HSBC for Top Up loans.

Internal mails from other department for the case update for original documents.

(Post Disbursal Document) which includes updating of original documents into the system with the help of legal report provided by lawyer. Updating collateral file in excel release the MIS daily basis. Listing of documents received from lawyer's Fresh file updating, welcome pack preparation. And monthly MIS releasing as per the business requirements.

- Achievements:** Got much appreciation, and promoted as senior officer.

DEPARTMENT -2 Customer Contact Center

DESIGNATION: Service Associate

WORK PERIOD: 12 month's

TEAM: In bound Process (Personal Banking)

KEY ROLES: Ensure quality and accurate customer service is provided at all the times.

Adhere to local regulations and programs around "Treating Customer Fairly" First Time resolution.

Resolution on customer feedback based on internal processes (Eg: Red alert cases, FTR, SM/Nodal banking ombudsman escalation cases).

Adherence to applicable TAT's and procedures with respect to maintenance, enquiries and feedbacks.

Proactively highlight to team manager regarding – call disconnects, complaint Cases, Customer unhappy/not satisfied with the end resolution.

Ensure good and quick accessibility to customers at all times through improved productivity.

Ensure handling compliance with Group standards, Manuals, Guidelines and Regulatory Norms. Cross sell or up sell different personal banking products such as Credit cards, Personal Loans, Home Loans, Fixed Deposits.

PROJECTS: 1 PEP [Politically Exposed Persons]

PROJECTS: 2 KYC [Know your Customer], and CERSAI.

OTHER EXPERIENCE

ORGANIZATION: Serco Bpo (Kotak Mahindra Bank Project)

DEPARTMENT: Credit Cards Collections (Out Bound Process)

WORK PERIOD: December 2008 to January 2011.

KEY ROLES: Handling out bound calls. In regards to collection of credit cards payments.

TECHNICAL SKILLS

Well versed with Windows 8, XP, Tally7.2, PGDCA. Flexcube, Finacle, Finone.

ACADEMIC CHRONICLE

2008 BBM., (Bank Management) Anna Adarsh College for Women, Chennai

2012 **MBA** (Marketing Management) Alagappa University karaikudi.

PERSONAL INFORMATION

Date of Birth 10.05.1988

Gender Female

Martial Status Married

Husband Name Stephen S

Religion Christian

Languages Known English & Tamil

Address Rehoboth Flat no 108, Phase II, Sudharma Layout, Pozhichalur, Ch- 74

DECLARATION

I hereby declare that the above given information's are true to the best of my knowledge and belief.

DATE:

PLACE:

