

## RESUME

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### OBJECTIVE

To obtain a position in Sales, business development and operations area that utilizes my whole experience

### PROFESSIONAL SUMMARY

An unbeaten leader with passion to deliver and extensive managerial and technical skills, and the natural ability to identify and capitalize upon opportunities to maximize sales and optimize company benefits. Verifiable track record of successful completion of targets through coordination, building positive rapport and efficient team management. In depth understanding of recruiting, building quality sales team and determining the financial strength of the customers. Deft at application of analysis and problem solving skills as per the requirements of the company. An innovative, loyal and result oriented professional with strong communication and interpersonal skills, and proven ability to surpass targets with deadline regardless of pressure.

### WORK EXPERIENCE

#### RAK BANK, DUBAI, UAE

**Duration: June-2014 – 2020 August**

- 1. Relationship officer -Business Banking (2014-2017)**
- 2. Relationship officer –Compliance (2017-2020)**

- Opening business account for SME companies and providing service.
- Find customer for business loan and trade finance
- Cross sell all kind of related products to other department of bank
- Inter department coordination
- Report making and investigation on AML, compliance policies of bank
- KYC making and comply needs of customers with banks policy.
- Report making and investigation on AML, compliance policies of bank
- Review transactions related to alert on AML/SAS system on daily wise
- Identify & contain compliance risk , monitoring, reporting and fostering a compliance culture
- Verify the risk score done by business as per bank policy
- Investigating and responding to cases of non – compliance
- Making sure that compliance procedures, systems and controls are up- to- date and effective
- Reporting to senior manager /group compliance for timely decisions to avoid issues

#### CHOLAMANDALAM MURUGAPPA GROUP OF COMPANIES - JAN 2005 – JAN 2013

##### **1) Chola MS General Insurance Co Ltd, Kerala, India**

**Insurance Officer**

**Duration: Feb- 2011- Nov - 2013**

**Channel: Broking –Mahindra Insurance Broking Ltd., Central Bank of India**

- Resolving Cover note issues, Updating renewal on Daily wise.
- Inspection of vehicles during the claim and intimate the tie up servicing centre
- To increase renewal conversion and new business and thereby achieving Targets through channel Partners.

- Client Servicing, handling customer issues, Policy Renewals, claim settlement
- Reporting Directly to State Business Head & Branch in charge.

**2) Chola MS DST, CIFCO, Kerala, India**  
**Sales Officer (Channel Partner-South Indian Bank Ltd)**  
**Duration: Jan2005-Jan2011**

- To increase New business base and renewal conversion.
- Resolving Cover note issues, Updating renewal on Daily wise.
- Client Servicing, handling customer issues, Policy Renewals, claim settlement.
- Preparing daily, weekly and monthly MIS
- Reporting Directly to Branch in charge.

**ACADEMIC CREDENTIALS**

- Bsc. Mathematics (2001-2004) Sree Narayana College For Men, Kerala University, Kerala, India.
- Higher Secondary (1998-2000) Neeravil Higher Secondary school, Kerala, India.

**AREAS OF INTEREST**

- ◆ Sales and business Development.
- ◆ Compliance
- ◆ Client Servicing, customer relation management
- ◆ Data and docs handling, operations work

**COMPUTER SKILL**

- ✓ Word, Excel, PowerPoint.
- ✓ Languages : C, Visual Basic
- ✓ Platforms : Diploma In Computer Application

**PERSONAL SKILLS**

- Have good initiative, diligence, reliability and Excellent interpersonal and communication skill.
- Professionally competent and quick learner.

**EXTRA CURRICULAR ACTIVITIES**

- ◆ Update to current affairs and good participant for group activity
- ◆ Participated in school, college arts and sports events.
- ◆ Event organizer in all school and college functions

**PERSONAL PROFILE**

Date of Birth	21-07-1981
Marital Status	Married
Gender	Male.
<b>Languages Known</b>	<b>English, Hindi and Malayalam</b>

I hereby declare that the above furnished details are true and best of my knowledge. And I assure that I can able to meet the expectation of your organization within a short period of time.

**Shyam Babu**