



Ala Uddin

Service Delivery Manager, IndusInd Bank Ltd

Customer Service Manager in Bank with 5 years of experience in various organization such as branch operation management, accounting, customer service, cash handling, remittance, foreign exchange, branch business development .



alauddinaims@gmail.com



+971-565661658



Abu Dhabi, UAE, Visa- Visit Visa

SKILLS

Banking Operation

Cash/Tell

Sales and Marketing

Customer Service

Cash Handling

LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Bengali

Native or Bilingual Proficiency

Assamese

Native or Bilingual Proficiency

INTERESTS

Banking Operation

Cash & Remittance

Bank Teller

Sales & Marketing

WORK EXPERIENCE

Customer Service Manager (Branch Banking & Operations)

IndusInd Bank Ltd

03/2020 - 01/2022

India

Retail Branch Banking Service

Achievements/Tasks

- ▣ Serves customers by completing account transactions. Provides account services to customers by receiving deposits and loan payments, cashing checks.
- ▣ Receive/issue cash transaction instruments like remittance, foreign currency exchange, Demand draft, TT, and value added services transaction payments etc. Collect cash against any transaction. Provide cash against transaction/vouchers. Purchase & sell of foreign currency.
- ▣ Assisting customers with processing transactions, such as remittance, deposits, withdrawals, or payments, resolving complaints or account discrepancies, and answering questions. Informing customers about the products and services.
- ▣ Handling branch operation, branch cash & remittance and reports. Generating branch sales report and other operation reports.

Senior Officer (Branch Banking & Salee)

ICICI Bank Ltd

08/2018 - 02/2020

India

Achievements/Tasks

- ▣ Planning and achieving sales target set by the management monthly basis. Dealt with customer service issue, handling customer queries, providing feedback. Managing customers relation to promote long term relationships.
- ▣ Generate new business by selling multi products to new and existing customers. Maximizing quality accounts through cross selling other products of bank like LI, GI, AL, PL, CC, BLG and other asset products. Adaptable and motivated in fast moving working environment.
- ▣ Ensure the smooth running of banking transactions. Answering any financial and banking transactions. Monitoring a professional image all the time. Representing the bank within the local community.

Senior Associate

Oracle- Oracle Financial Services, Gurgaon

11/2015 - 04/2018

India

Achievements/Tasks

- ▣ Verifies compiles, and types application information for mortgage loans. Assess loan worthiness and review financial statements.
- ▣ Configure financial data and documents in the system. • Check type and amount of mortgage, borrower assets, liabilities, and length of employment. Reviews residential loan application file to verify that application data is complete and meets establishment standards.
- ▣ Review of the entire loan file using audit software to determine whether all items requiring documentation have been properly evidenced and are retained in the file. and mortgage file documents.

EDUCATION

Bachelor of Business Administration

West Bengal University of Technology

07/2009 - 06/2012