



## RESUME

---

NITHYA SURESH ♦ PH:-+971 52 598 4030 ♦ nithyasuresh1214@gmail.com♦ Dubai, U.A.E

---

---

### SENIOR RELATIONSHIP OFFICER / CRM & ADMIN/QUALITY ANALYST

- 10 years Plus sales career distinguished by commended performance and proven results.

---

#### SKILLS

---

- |                                   |                             |                            |
|-----------------------------------|-----------------------------|----------------------------|
| • Liability sales                 | • Teller& Cash Handling     | • Orientation & OnBoarding |
| • Retail banking                  | • Sales Planning & analysis | • Training & Development   |
| • Insurance & wealth management , | • leadership                | • Performance Management   |
| • Financial service               | • Staffing, Team building.  | • Employee relations       |
| • Customer service                | • Employee Engagement       |                            |
- 

---

#### PROFESSIONAL EXPERIENCE

---

##### ABUDHABI COMMERCIAL BANK (ADCB) - Dubai, UAE

- **SENIOR RELATIONSHIP OFFICER** (from 26/NOV/2019 to Till Date)

Intermediary channel acquisitions (liabilities) with ADCB – consumer banking group.

##### ***Key Responsibilities:-***

- Daily meeting with clients
- Detailing our products (liabilities)
- Responsible for achieving Secondary and Primary Sales Targets of branch.
- Customer service.
- Sales Planning & analysis with team.
- Identifying new potential business areas of business and to bring out marketing plans.
- Market analysis & research.
- Keeping update with competitors' products and sales actions.

---

## PROFESSIONAL EXPERIENCE (*CONTINUED*)

---

### **NATIONAL BANK OF RAS AL KHAIMAH - Dubai, UAE**

- **SENIOR RELATIONSHIP OFFICER** (from 26/Aug/2018 to Till Date)

Bancassurance with RAK BANK (MetLife, Orient, Union Insurance and Salama products)

#### ***Key Responsibilities:-***

- Daily meeting with clients
- Detailing our products (insurance, priority accounts)
- Responsible for achieving Secondary and Primary Sales Targets of branch.
- Customer service.
- Sales Planning & analysis with team.
- Identifying new potential business areas of business and to bring out marketing plans.

### **COMMERCIAL BANK OF DUBAI - Dubai, UAE**

- **RELATIONSHIP OFFICER** (from 02/Aug/2015 to 05/Aug/2018)

Bancassurance with CBD (Orient and Salama products)

#### ***Key Responsibilities:-***

- Daily meeting with clients
- Detailing our products (insurance, priority accounts)
- Responsible for achieving Secondary and Primary Sales Targets of branch.
- Route and Beats Planning for effective coverage.
- Sales Planning & analysis with team.
- Identifying new potential business areas of business and to bring out marketing plans.

### **AXIS BANK (MAXLIFEINSURANCE CO.LTD) —Cochin, Kerala, India**

#### **RELATIONSHIP ASSOCIATE** (from 26/Sep/2013 to 01/Jan/2015)

Bancassurance with Axis Bank.

#### ***Key Responsibilities:-***

- Daily meeting the clients
- Detailing our products (insurance)
- Responsible for achieving Secondary and Primary Sales Targets of branch.
- Route and Beats Planning for effective coverage.
- Sales Planning & analysis with bank staff.
- Identifying new potential business areas of business and to bring out marketing plans.
- Market analysis & research.

---

## PROFESSIONAL EXPERIENCE (*CONTINUED*)

---

### **HDFC BANK LTD (HBL GLOBAL PVT.LTD) -Cochin, Kerala, India**

#### **QUALITY ANALYST (from 26/Nov/2012 to 30/Jul/2013)**

Played a key role in ensuring the successful Handling QA & Administrative duties of corporate office including employee relations, employee engagement, overseeing disciplinary action, coordinated health fairs to promote employee wellness.

#### ***Key Responsibilities:***

##### **A. Employee relations:-**

- ◆ Handling, coordinating and preparing monthly induction calendar for new employees.
- ◆ Scheduling for induction and organizing activities for the induction.
- ◆ Induction of new employees & coordination of training programs.

##### **Reward & Recognition Program:**

- ◆ Taking care of entire rewards and recognition program.
- ◆ Collating the stake ranking of the employees and conducting the monthly R&R program.

##### **Employee Engagement:**

- ◆ Organizing and initiating events during the festive holidays and controlling shrinkage.
- ◆ Organizing cultural programs for the employees and ensuring maximum participation.

##### **Performance Management:**

- ◆ Objective Setting and Review process.
- ◆ It includes communicating the process, driving the review cycles and ensuring timely completion.
- ◆ Fostered a teamwork/open-door environment conducive to positive dialogue across the organization. Personal efforts were cited as the driving force behind branch's employee retention.
- ◆ Experienced in operation management, sales and Able to motivate employees to perform to their maximum potential

### **MAFIL. — Bangalore, Karnataka, INDIA.**

*A Leading NBFC.*

#### **BH AND ADMIN - 2010 to 2012**

##### ***Key Responsibilities:-***

- ◆ Customer Handling
- ◆ Cash Handling
- ◆ Bank transaction ,Fixed Deposit, Money Transfer, Insurance
- ◆ Training & quality analysis

---

### **PROFESSIONAL EXPERIENCE (CONTINUED)**

---

- ◆ Effective management of workforce to bring the final outcome of branch
- ◆ Improve the work environment with smart working rather than hard working by changing the attitude of work force towards it.
- ◆ Turnkey process for branch opening
- ◆ Training and analysis the quality of sales team.
- ◆ Adapt at communication efficiency with customer
- ◆ Assisting customer with loan payments and responding to the queries

---

### **EDUCATION & CERTIFICATIONS**

---

- ◆ **Acharya Institute Of Technology, Bangalore, Affiliated To VTU, Belgaum - India**  
**Master of Business Administration (MBA) in Finance, 2010. (Passed with 62%)**
- ◆ **Alphonsa College Palai, MG University - India**  
**Bachelor of Science (BSc) in Mathematics, 2008 (passed with 84%)**
- ◆ **St.George HSS, Kerala state board - India**  
**Plus two, 2005 (passed with 81%)**
- ◆ **GVHSS, Maniyarankudy, Kerala state board - India**  
**SSLC, 2003 (passed with 79%)**

---

### **CERTIFICATIONS**

---

- ◆ **Certificate in Customer Relationship Management**
  - **Indian Institute of Management, Bangalore (IIM -2019)**
- ◆ **Certificate in Advanced sales techniques**
  - **Dale Carnegie gulf, Dubai, - 2019**
- ◆ **Certificate in Compliance and AML**
  - **Cambridge education, Dubai, - 2019**
- ◆ **Certificate in Bancassurance**
  - **Emirates Institute for Banking and Financial Studies, Dubai (EIBFS – 2019)**
- ◆ **Certificate in Advanced excel**
  - **ExecuTrain, Dubai (2018)**

---

## PROJECT DETAILS

---

- ♦ Summer project on the topic ‘Rural Credit’ done at **Kerala State Agricultural & Rural Development Bank** , Idukki during the period from 23.01.2010 to 09.03.2010
- ♦ Organizational study at **United Electrical Industries LTD**, Kollam during the period from 09.07.2009 to 31.07.2009

---

## ACHIEVEMENTS AND EXTRA CURRICULAR ACTIVITIES

---

- Attend a training program for business development manager.
- Certificate of merit for RA (Max life insurance) received at award night held in HONGKONG
- Elected as the University Union Councillor of Alphonsa College
- NCC-C” certificate Holder,
- Awarded for story writing (Hindi)

---

## PERSONAL DETAILS

---

Father’s Name	:	SURESH T
Nationality	:	Indian
Languages known	:	English, Malayalam, Tamil, Hindi, Kannada
Passport No	:	L6767851

---

### Declaration:

I, hereby declare that the above mentioned information’s are true to the best of my knowledge and belief.

Date: 30/05/2020

Place: DUBAI

NITHYA