

Karthick. N

Assistant Manager

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Objectives & Aspirations

- Over all 10 years of experience in Customer Handling, Branch Management, Team Management and Admin activities.
- 7 years of Dynamic Professional experience in customer service, especially in Credit Risk, Bad Debt collection, Client Relationship Management and Team Handling in Financial industry.
- Seeking challenging & growth-oriented assignments in national level Operation Sales, software implementation, business analytic and Operations Management in Banking & Financial Service vertical. Good in customer relationship / support
- Good analytical skill, highly adaptive and an excellent individual contributor.

Education & Certifications:

B.A (political Science) - Bachelor of Art from Presidency College, Chennai,
2014 pass out.

Core Skills:

- Knowledge of banking, Accounts and Financial Models.
- Exposure to back-office operations.
- Computer proficiency: Strong in MS Office Suit.
- DOS and Windows
- ADOBE (PHOTOSHOP)

Career Summary:

- An astute professional with over 6 years of rich experience in India's leading finance house across the diverse facets like – Operations, Business management, Client servicing, Quality control and Team Management etc.
- Proficient in leadership skill, Planning & Business implementations.
- Adapted a controlling routine for day-to-day MIS and Analytics
- Performed project planning, resource allocation, and fiscal budgeting.
- Created Process Improvement program Analyses process/workflow and identified areas for improvement

Work Experience:

1 . Airtel Bharathi Ltd.

❖ Assistant Manager – Network Support (Present)

Roles and Responsibilities:

- Customer Escalation calls handling & queries Cleared in 8hr SLA.
- Handling 5 area queries on daily bases.
- Hourly generate MIS Dashboard and Track wise Team.
- Time management and Follow-up team wise.
- Installation & service request resolved 8hr.
- Handling 5 area queries on daily bases.
- Monthly generate salary report employee wise sent to HO.
- Facility management for monthly follow ups.
- Day to day activity – Responsible for Branch Key Performance indicator.
- Vendor management for monthly follow ups and payments follow ups.
- Co-ordinate to Project Team for New Business.
- Conduct Gate meeting monthly & attendance maintain daily bases monthly submit voucher audit Department.

2 . Muthoot Finance Ltd.

❖ Assistant Manager – Regional Office (July 2021 – Dec 2023)

Roles and Responsibilities:

- Handling – 60 branches on Fund allocation.
- Responsible for Front Office calls & E-Mails entire region.
- Day to day activity – Responsible for Branch Key Performance indicator, Sending Report to Manager Calls, Approval and Rejection raised by branch.
- Facility management for monthly follow ups.
- Branch visit – Ambiance and functionality in 60 branches weekly basics.
- Vendor management for monthly follow ups and payments follow ups.
- Budget Closing on FINAL YEAR report Sent to Audit Team properly on Time.
- Proper documents in Records in File Book.
- MIS-(Management Information System) report for Regional Manager & Regional admin manager Entire Branches Report.
- Responsible for E-waste clearance entire region on monthly basics
- Responsible for Landlord Lease agreement Renewal for branch facility.
- Finding commercial place for new business premises when the business grows up.
- Arranging guesthouse and commute for Regional Manager for monthly branch visits.
- Responsible for claiming allowances.
- Coordinate and conduct Quarterly Audit Review for Less productive branches.
- TA approval or Rejection as per Audit Norms

❖ **Muthoot Finance Ltd**
Relationship Manager - (Nov 2017 July 2021)

Roles and Responsibilities:

- Coordinating with around 200 clients for Monitoring the Gold loan & interest charges.
- Revenue generations through Cross selling in Operations side.
- Collection and Reporting of branches of Gold
- Loan Pay-in / Pay shortages to.
- Maintain **good relationships with clients** so that the business can maximize the value of those relationships.
- Visiting **high value customers** on scheme update.
- FVR (**Field verification report**) to Management.
- Loan approver for 5 Lac and below
- Mentor **Junior staffs and train** them.
- Achieve monthly GL target and motivate the team to reach targets on branch level
- Follow up on **Gold and Account Audit irregularities**.
- Action account follow-up, account customer home visit and send report to Regional Office.

3. **Zealous Call Center**

❖ **Sales Executive** – (Nov 2014 – Oct 2017)

Roles and Responsibilities:

- On call executive for sales.
- Satellite calling for magazines sales.
- Online Education sales in abroad.
- Daily attend 100 inbound calls.
- Target achieved daily base.

❖ **Personal Information:**

- Name : Karthick.N
- DOB : 14-July-1993
- Blood Group : A+ ve
- Sex : Male
- Father Name : Narashiman.E
- Mother Name : Samundeeswari.N
- Marriage Status : Single
- Hobbies : foot ball & cricket
- Nationality : Indian
- Language Known : Tamil & English
- Address : No.12A, TNHB Colony, Tondiarpet, Chennai - 600 081.

DECLARATION:

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Date:
Place: Chennai

Signature
Karthick.N

