



NEERAJ C K

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To gain long term employment with a company that puts value on people and the products / services they are promoting. Honest and ethical, I am looking to call this company my family.

- ▶ A result oriented professional with over 7 years of experience in BAHRAIN in the field of Customer Relationship Management, Business Development and Administration.
- ▶ An adaptable, self-directed professional who successfully communicates at all levels.
- ▶ Solid reputation for strong work ethic and managing trusting relationships with public, clients and colleagues.
- ▶ Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer service and response.

AREAS OF EXPERTISE

Strategic Business Planning
Operational Improvements
Negotiations Expert
Analytical
Customer Relation & Satisfaction
Cost Reduction and Containment
Mentoring & Motivation
Team Building
Systems Implementation

CAREER HIGHLIGHTS

Since March 2013 – Present

UAE EXCHANGE, Bahrain



Branch Manager

- ▶ Consistently achieved revenue goal every year.
- ▶ Implementing the Sales / Marketing strategy for establishing methods to achieve assignment targets
- ▶ Increased branch loyalty by providing strong customer service to new and existing financial clients.
- ▶ Interfacing with Dept. Heads for assessing monthly business scenario and Organizational growth.
- ▶ Evaluating Operational performance of team and quality of the staff (Front desk & Back office).
- ▶ Identifying the actual needs & delivering the possible solution for the customers.
- ▶ Educating and monitoring the staffs in Branch on AML, KYC policy and procedures.
- ▶ Maintain & Update the Daily/Weekly/Monthly operational report.
- ▶ Responsible for branch operational activities, dealing with foreign currency and accounts.
- ▶ Archiving of all related files and when required should be able to retrieve files from archives.
- ▶ Maintain secrecy of information assessed through confidential reports, papers and correspondences.
- ▶ Provide administrative support to the Branch offices.
- ▶ Handling corporate department clients for their bank transfer solutions.

Since August 2009 – February 2013

G- TEC COMPUTER EDUCATION, India



Area Manager – Area Office

- ▶ Responsible for the development of company.
- ▶ Maintains register for monthly Royalty payment received.
- ▶ Maintain the financial records and keep updated Process document.
- ▶ Keeps attendance of employees and managing leave.
- ▶ Facilitate review calls with the customers on a monthly basis.
- ▶ Organize seminars on various IT topics related with the promotion on product and their feedback.
- ▶ Ensuring the records are entered correctly, ensuring those are legally updated or else is their any malpractices held.
- ▶ Preparation of monthly promotion activities.
- ▶ Guide & mentor new members of the team and allocate work on daily basis.
- ▶ Deals the advertisement section for promotion.

Relationship Officer

- ▶ Allocation of work with team members as team leader.
- ▶ Ensure the monthly revenue generation of Bank by providing third party products to customers.
- ▶ Direct meeting with various Customers to make new deals on banking such as Account and third party products.
- ▶ Facilitating Review calls with Front End Customers on process updates.
- ▶ Handle responsibilities of cheque clearance of existing customer's.
- ▶ Responsible for money transaction quickly according to the need of customer.
- ▶ Verify the customer payments transactions.
- ▶ Handle responsibilities for customer and provide information according with the current interest rate situation of fund deposit.
- ▶ Guide customers on purchase and sale of company shares in share market.

ABILITIES AND TALENTS

- Proven ability to lead, motivate and build successful teams
- Passionate & Self Driven
- Meeting customer expectation and ability to win business
- Hardworking and result oriented with strong communication and Leadership skills
- Ability to manage operations within budgetary constraints.
- Building and maintaining strong and effective relationships with customers.
- Accuracy and Punctuality – Precise with details and facts

ACADEMIA QUALIFICATION

Master of Business Administration (HR & Marketing) **2009**
(M S University, Thirunelveli)

Bachelor of Commerce **2007**
(ITM Arts & Science College, Kannur University)

Plus Two – Kadambur HSS, Kerala, India **2004**

IT SKILLS

MS Word, MS Excel, MS PowerPoint, Outlook

PERSONAL DOSSIER

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|-------------------|---|--------------------------------|
| ➤ Date of Birth | : | 25 th February 1985 |
| ➤ Nationality | : | Indian |
| ➤ Languages Known | : | English, Hindi and Malayalam |
| ➤ Visa Status | : | Employment Visa |
| ➤ Driving License | : | Valid |
| ➤ CPR Number | : | 850258014 |
| ➤ Passport detail | : | K 9857971 |