

Abhishek D S

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Objective:

With over 3 years in banking and finance, I excel in customer service, specializing in risk and compliance known for my client focused approach I thrive in dynamic environment and aim to drive personal and organizational growth.

Skills:

- Operations management
- Know your customer procedures
- Anti Money Laundering Knowledge
- Effective communication and client relationship management
- Time management
- Customer onboarding
- Problem solving ability
- Customer relationship management
- Teamwork and interpersonal skills

Work Experience:

Service Delivery Manager (Deputy Manager)

IndusInd Bank Limited- March 2023 to Till Date

- Reviewed and verified customer identity documents, such as passport, Driver license.
- Performed due diligence reviews of customer data to ensure compliance with KYC regulations.
- Verification of AOF and following of AML/KYC guidelines as per regulations.
- Provide guidance on best practices for managing customer onboarding process.
- Updating and maintaining customer identification records and KYC documentation in the institution database.
- Authorize personal banker transactions, Branch administration lobby management.
- Coordinate with other departments to ensure smooth functioning of activates.
- Responsible for providing end to end solutions to HNI clients across all products and services.
- Conducting CDD and EDD for high-risk customers including PEPs and maintaining detailed records of the KYC process.

Branch Relationship Officer (Assistant Manager)

Axis Bank Limited- Aug 2022 to March 2023

- Handling transfer of funds, demand drafts, clearing cheques and process the same within the TAT and cross selling the banking products.
- Researched complex customer issues to identify solutions or provide appropriate referrals.
- Maintained accurate documentation on all customer interactions and transactions.
- Identified opportunities to cross-sell additional products and services to existing customers.
- Handling customer queries over the counter and resolving within the TAT
- Forex Outward and inward remittance collecting supporting documents from customers and process the same within the TAT.
- Locker Management issuing, operation and surrender management
- Handling internal and external audit process and attend to audit queries
- KYC Verification, updation and conduct CDD and EDD
- Conduct KYC due diligence for individuals, corporates, trust's

Service Officer (Assistant Manager)

Kotak Mahindra Bank Limited- Sep 2021 to Aug 2022

- Received and processed customer transactions, including deposits, withdrawals, loan payments and other banking services.
- Verified customer's identifications to ensure compliance with laws and regulations.
- Processed wire transfers for customers both domestically and internationally.
- Assisted customers in opening new accounts and completing require paper works.
- Forex Outward and inward remittance collecting supporting documents from customers and process.
- Generate Opening and Closing Reports and send to management.
- Assisted customers in opening new accounts and completing require paper works.

Education Details:

- ❖ M.com (Accounting and Taxation) from Bangalore University in 2020 With 7.49 CGPA.
- ❖ B.com (Accounting and Taxation) From R C College of commerce and Management (Bangalore University) in 2018 with 6.71 CGPA.

Certifications:

- Certificate in AML/KYC from IIBF
- IRDAI certificate from Insurance Institute of India
- Tally ERP-9 from BALC
- Analytical & Advance Excel certificate from Grant Thornton.

Technical Skills:

- Microsoft Office, Excel, Word, Power Point
- Tally ERP-9
- Outlook,
- Finacle, TCS Bancs, Sibil

Strengths:

- Honesty, Integrity, and Friendly Nature
- Pro activeness and time management
- Self Motivated and competitive
- Good listener and decision maker

Personal Details:

Date Of Birth : 07-11-1996

Father Name : Sheshadri

Place : Bengaluru

Nationality : Indian

Marital Status : Single

Languages Known : Kannada, English, Hindi

Address : No.12 8th cross, Sanjeevinagar Hegganahalli Bengaluru 560091

Declaration:

I Here by confirm that the above information and details provided by me is true and best of my knowledge.

Place : Bengaluru
Date :

Sincerely
Abhishek D S