**SANTHOSH SEKAR**
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**Career objectives**

Intend to build a career with leading of hi-tech environment with committed and dedicated people who will help me to explore myself fully and realize my potential willing to work as a key player in challenging and creative environment.

**Experiences**

**Job Designation**: Teller Services Manager

STANDARD CHARTERED BANK, Koramangala Branch, Bangalore.

**RESPONSIBILITIES**

* Approve daily transactions for selected products (Cheques, cashier’s orders, currency exchange, merchant services, and safe boxes) as well as for transactions exceeding specified teller limits.
* Manage Service Delivery – observe queue time and length; take action as needed to capacities serving counters and/or managing customer traffic. Ensure that branch premises are maintained to the specified standard. Manage or recommend workflow changes for greater efficiency.
* Oversee all operational risk control procedures and ensure compliance to all regulatory standards and policies.
* Monitor and ensure compliance to all branch cash control and security requirements and maintain knowledge on all company products and services and update knowledge when required.
* Resolve investigations and inquiries initiated by customer inquiry to the specified standard.
* General Reconciliation and Compliance Activities, which may typically include:
* Dual control of Cash functions
* Control of Security stationary
* Review of processing entries and vouchers
* Follow-up with customers for returned deliverables as applicable (eg. cheque-books/ cards/ Pins/ Combi packs, etc)
* Review of reconciliation proofs for daily control as well as surprise audit proofing
* Preparation of service quality and productivity management reports and other regulatory returns.
* Rectification of internal control issues.
* Staff Supervision, Coaching and Training: daily organization of workflow/ breaks and staff levels and coaching/ training where necessary for improved performance.
* Sales Referrals: where relevant, identify prospects for cross-selling from observation of customer transactions to highlight to sales staff.
* Mandatory reporting of KRIs and Teller productivity. Achieve good SQ audit ratings on ATM & Tellers.
* Ensure a proper control of Keys, combination settings and passwords that protect cash & valuables.
* Ensure fully aware of all the policies and procedures issued in relation to Group Code of Conduct, Know Your Customer and Money laundering prevention. I must ensure compliance with these policies and procedures on an ongoing basis. Any suspicious transaction must immediately be reported to the supervising officer.
* Premises management in areas of merchandising, housekeeping as well as store management as an employee, I am responsible for working with the Bank to ensure a safe and healthy workplace for all. As part of the Health and Safety guidelines I should:
* Take reasonable care for the health and safety of co-workers and those who may be affected by our actions or our omissions;
* Co-operate with Management to support and promote Health and safety in the workplace;
* Ensure that our actions do not put others at risk;
* Work in a healthy and safe manner;
* Encourage others to work in a healthy and safe manner;
* Report all accidents and incidents; and Bring to the attention of the management any hazard in the workplace
* Ownership of the Archival portfolio for the department / business.
* Liaising with the external vendors and ensure Archival and Retrieval is carried out in a manner as stated in the policy document without exception.
* Provide inputs to National Archival Manager on regular basis on status of Archival for each department / business.
* Maintain MIS with regard to documents archived with due acknowledgement from the vendor for each of the file.
* Perform regular KCS checks. Ensure that the vendors meet the TAT at all times with regard to retrieval.

Duration: 22 Jun 2015 – Till date

**Worked as a Teller in Standard Chartered Bank, (In Various Chennai Branches)**

Duration: 09 June 2010 – 21 Jun 2015

**Previous Experience**

Worked as Assistant Executive (Accounts) with MSC AGENCY INDIA PVT LTD., CHENNAI.

Duration: 25 Nov 2008 – 08 Jun 2010

Job Responsibility:

* Generating & issuing of final bills to customer after the containers returned by the customers. Accountant and Cashier Accountant and Cashier
* Handling Container deposit refunds, receiving of NOC letter from customer & cross checking as per check list and processing refund.
* Handling customer queries with regard to refunds and final bills.
* Creating Repair invoices and passing credit note to adjust against container deposit.
* Handling cash counter involving cash, Demand Draft, Cheque transaction.
* Handling of Brokerage cheque.
* Handling vendor payment.
* Sending weekly finance report to BM & HO.
* Export debtor O/S & Import debtor O/S & follow up with the customers.
* Handling of petty cash (journalizing / sending vouchers and statement to HO for reimbursement).

Worked as Cashier with JET AIR PVT. LTD. ***(G.S.A. OF JET AIRWAYS LTD), CHENNAI.***

Duration: 30 May 2007 – 24 Nov 2008

Job Responsibility:

* Handling of daily passenger ticket sales, Refunds involving large volume of cash and credit card sales at the Airport and Head office.
* Data entry of the above said sales and refunds and sending weekly as well as fortnightly reports to head quarters.
* Handling agent’s receivables & collections (payments) on fortnightly basis, compiling and forwarding reports of the same to the head office.
* Monitoring and controlling distribution of ticket stocks for both Passenger & Cargo to the agents of Jet Airways.
* Preparing Passenger sales Invoices on a fortnightly basis and reporting to the local Accounts Manager and also to the Head Office Bombay.
* Preparing the Credit Note & Debit Notes for the Agents on a fortnightly basis and reporting to the Local and Head Office Manager.
* Receiving the Refunds Documents and Reconciliation and then reporting to the Managers.
* Monitoring and controlling of bank transaction and reconciliation.

**Academic Qualification**

* Bachelor of Commerce, Dhanraj Baid Jain College, Chennai.

Affiliated to University of Madras (Passed out 2007)

* HSS - Kesari higher secondary school, Mylapore, Chennai.

**Computer Skills & Extracurricular activities**

* Good typing skills of 90 wpm
* Good knowledge of banking software, shipping and airline software and usage of its tools
* Knowledge with Microsoft office kit – MS Excel, MS Word, Power Point, and excel.
* Honor diploma in computer application

**Competencies**

* Applying expertise and technology.
* Planning and organizing, delivering results and meeting customer expectations.
* Following instructions and procedures, coping with pressure and setbacks.
* Positive attitude and creative thinking, Excellent Customer handling.
* Always managed crisis Situation calmly.
* Excellent inter-departmental Co-ordination.

**Personal Details**

Father’s Name : M. Sekar

Date of Birth : 25, June 1984

Marital Status : Married

Nationality : Indian

Languages known : English, Tamil, Kannada.

**Declaration**

 I hereby declare that the above said information is true to the best of my knowledge and belief.

Place: Bangalore Signature

Date: 03.08.2019  **(S. SANTHOSH)**