



ARYA S NAIR

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ACADEMIC CREDENTIALS

- 2015 – 2018 **BACHELOR OF COMMERCE**
 - Mahatma Gandhi University, Kerala, India
 - 6.08 CGPA
- 2013 – 2015 **12th GRADE**
 - Kerala Board of Higher Secondary Education, India
 - 76% Marks
- 2011 – 2013 **10th GRADE**
 - Kerala Board of Public Examination, Kerala
 - 84% Marks

COMPETENCIES & STRENGTHS

Business Intelligence

Communication Skills

Customer-service skills

Time management skills

Innovation

knowledge of industry terminology

Research & strategy

Attention to detail

Leadership Skills

Global citizenship

Critical Thinking

Entrepreneurialism

CAREER ABRIDGEMENT

To achieve a challenging position in a professional organization through self-improvement by excelling in all responsibilities with sincere hard work, dedication & commitment. To work towards the development of the organization & grow with it.

PROFILE SUMMARY

- Solid experience as Banking and Customer Relationship Officer at Axis Bank LTD India.
- Able to remain patient and calm in frustrating situations to work well and remain focused under pressure.
- Organized and detail-oriented multi-tasking abilities with creative problem-solving and critical thinking skills.
- Able to keep a positive attitude and remain patient when dealing with difficult customers situations with Extensive vocabulary and knowledge of industry terminology.
- Diverse experience in financial and accounting management with Extensive knowledge of General Accounting Principles.
- Solid team leadership abilities with comprehensive communication, interpersonal, analytical, and research abilities.
- Effectively communicates direction and ability to handle multiple assignments under pressure and meet tight deadlines with an oversight to customer implementations and changes.
- Decision making ability, with a proactive attitude to recommend any changes related to the job

EMPLOYMENT CHRONICLE

HR EXECUTIVE | May 2020 – May 2021

ALLIGORIC MANAGEMENT SOLUTIONS, KOCHI

- Responsible to handle the recruitment Process
- Proven candidates sourcing and relationship building skills
- Effective oral and written communication skills
- Develop and execute recruiting plans
- Build networks to find qualified passive candidates
- Create Job descriptions
- A self-starter with ability to work in a multicultural and multilingual environment
- Excellent organizational skills
- Strong negotiating skills is required
- Understand staffing needs, job specifications, qualifications and skills
- Conduct interviews, short listing candidates and coordinating the same with the seniors
- Coordinate and implement college recruiting initiatives.

ACHIEVEMENTS

- Have been successfully achieving above Monthly Sales Target
- Consistently meeting overall business expectation month on month

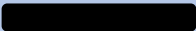
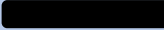

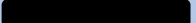
TECHNICAL SKILLS

- Well versed with Tally ERP
- Experienced in Microsoft Excel, Word, PowerPoint



PERSONAL DOSSIER

Gender : Female
DOB : 08-12-1997
Nationality : Indian
Marital Status : Married

LANGUAGES KNOWN

English  90 %
Hindi  75 %
Malayalam  100 %
Tamil  85 %

INTERESTS

 Songs  Travelling  Theater
 Driving  Cinema  Swimming

- Collaborate with headhunters to hire and retain the top best talent.
- Screen resumes and job application forms.
- Help to structure the job description.
- Assist Hiring Managers to conduct interviews.
- Interview job candidates via calls and conduct on-site interviews.
- Ability to manages new employee relocation that determines new employee requirements and arranges temporary housing.
- Coordinate with the management and corporate recruiters to find out the details of staffing requirements.
- Be active with online job boards, social media networks and platforms to find qualified candidates for open positions.
- Respond to internal as well as external customers and ensure that the staffing objectives are accomplished.
- Serve as a bridge with work organizations, affiliations and agencies.
- Conduct post-employment surveys on firing representatives.

CUSTOMER RELATIONSHIP OFFICER | Apr 2018 – Aug 2019

AXIS BANK LTD, Kochi, India

- Attracts potential customers by answering bank product and service questions; suggesting and obtaining information for loan applications and other services
- Resolves problems related to Loans and Credit Cards by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Prepares customer reports by collecting and analysing customer information. Contributes to team effort by accomplishing related results as needed.
- Work with clients to identify their financial goals and to find ways of reaching those goals and analyse loan markets and develop referral networks in order to locate prospects for loans by maintaining personal networks.
- Responsible for analysing financial needs of walk-in customers and suggesting them best available product and maintaining good relationship with clients by providing timely services.
- Answers customer inquiries via phone, email, and in person and develops support with customers by directing them to relevant resources.
- Participates in team-building activities by attending weekly staff meetings and making recommendations to management to improve customer experience.
- Schedule and conduct status meetings with appropriate development resources and customers.
- Provide proper refund and compensation to customers on time.
- Assist sales team in business acquisitions, planning, retention and management

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars

ARYA S NAIR