

Thanalaxmi Balasubramaniam

Grade Officer - II

Abu Dhabi, AE

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WORK EXPERIENCE

Grade Officer - II

Axis Bank - Chennai, Tamil Nadu - 2013-01 - 2016-09

Assist the Operations Manager

AML and KYC - Mumbai, Maharashtra - 2011-12 - 2012-12

Mumbai

- Maintain business with the existing portfolio of customers, as well as actively prospected to develop new business via walk-in customers in the branch
- Ensure AML and KYC guidelines are followed for cash transactions and remittances
- Assist the Operations Manager on the general administration of the branch
- Implement and monitor an excellent operational base with a very high customer retention ratio, focus on productivity and operational efficiency
- Implement set procedures vis-à-vis business development, relationship management for greater efficiency and profit improvements
- Assist day to day free flow of branch operations activities: ensured timely processing of RTGS, NEFT and Salary upload
- Supervise and authorize cash / transfers / clearing transactions / account opening request forms and other over-the-counter transactions
- Ensure proper maintenance of registers/reports/vouchers/deliverables
- Ensure, at every touch point within the branch, the customer experience is line with Axis Bank's proposition and brand
- Provide effective secretarial support to market the bank's products and services and acquire the best of clients to build a profitable client base - ensure delivery of top line targets for the branch
- Develop and maintain strong relationships with key customers and devise strategy for cross-sell and up sell of banking products
- Create and maintain a customer focused retail environment which balanced excellent customer service with maximizing sales and income
- Coordinate work with risk, legal & compliance and other control-related activities; support risk assessments and service / branch audits procedures to verify that controls are operating
- Ensure the implementation of bank policies and procedures - maximize cost control and prevent income leakage during banking transactions

Accounts Officer

Wan and Lan Internet Pvt Ltd - Mumbai, Maharashtra - 2010-01 - 2011-12

Managed overall accounting and administration activities of the department using Tally 9.0 Software

- Monitored and reviewed financial information and related system reports for its accuracy, completeness and compliance to statutory obligations
- Ensured a precise view of the financial position is reflected on the balance sheet
- Supported senior management in reporting and planning against budget to inform decision

Spec Writer

Hindustan Unilever Ltd - Mumbai, Maharashtra - 2009-06 - 2010-01

Worked on SAP based database. Updated the formulation of the products of HUL on SAP Module

EDUCATION

Master of Business Administration in Business Administration

Sikkim Manipal University

2016

Bachelor of Banking & Insurance in Banking & Insurance

Mumbai University

2009