

ANGUSAMY M

Contact No: 9384624110

Email ID : angusamy1709@gmail.com

SUMMARY

Skilled person with experience in handling customer enquiries & complaint and providing solutions promptly, strong skill including problem solving active listening and effective communication, have contributed to enhancing Customer satisfaction levels in previous roles by delivering high quality service consistently

EDUCATION

B.A ECONOMICS, AM JAIN COLLEGE, Chennai- June 2018 to April 2021

M.B.A LOGISTICS AND SUPPLY CHAIN MANAGEMENT, VELS UNIVERSITY,
Chennai – June 2021 to May 2023

EMPLOYMENT HISTORY

Senior Relationship manager at City union bank Pvt Ltd , Perambalur

August 2023 To May 2025

Roles & responsibilities:

- **AML Flag Analyst:** Conducted thorough analysis of transactions to identify potential money laundering activities, ensuring compliance with regulatory requirements and protecting the organization from financial crimes.
- **Money Transaction Monitoring:** Monitored transactions to detect and prevent suspicious activity, utilizing advanced software and tools to identify potential risks.
- **Banking Operations:** Managed daily banking operations, ensuring accuracy and efficiency in transaction processing, account maintenance, and customer service.
- **Cross-Selling:** Successfully cross-sold banking products and services to existing customers, driving business growth and increasing customer satisfaction.
- **Loan origination:** experience with loan application processing, credit analysis, and risk assessment
- **Credit analysis:** ability to analyze financial statement, credit report, and other data to determine credit worthiness.
- **Managed a portfolio** of 3500 customer accounts, including opening, maintaining, and problem solving to manage .
- Processed an average of 200 transactions per day, ensuring accuracy and efficiency.
- **Provided excellent customer service**, resolving customer complaints and issues in a timely and professional manner.
- Implemented process improvements that reduced transaction errors

- **Financial crime** ; monitoring for transaction identify the financial crime
- **Financial Analysis** : Ability to analyze financial data, including financial statement, credit reports, and market trends

skills & ability

- ❖ KYC/AML Compliance
- ❖ Transaction monitoring
- ❖ Risk Assessment & due diligence
- ❖ Regulatory compliance
- ❖ Credit analysis
- ❖ client onboarding & support
- ❖ customer handling skills
- ❖ MIS Reporting & analysis
- ❖ customer relationship management
- ❖ wealth management
- ❖ risk assessment
- ❖ financial crime

TOOLS & SYSTEMS

- ❖ TCS Bancs (core banking software)
- ❖ ETHIC Compliance (Audit & compliance application)
- ❖ CUB CRM (Customer relationship management)
- ❖ MS office suite (word,excel,power point)

CERTIFICATIONS

- ❖ IRDAI, LIC
- ❖ Supply Chain Management, Great Learning
- ❖ Six Sigma Green belt, MSME
- ❖ Digital Marketing, Great Learning

WORKSHOPS AND TRAINING

- ❖ Credit appraisal and documentation training college – CUB Kumbakonam
- ❖ KYC and AML compliance workshop by staff college – CUB Kumbakonam
- ❖ Customer handling skills & cross selling training at staff college - CUB Kumbakonam

INTERNSHIPS AND ACTIVITIES

Internship Experience

BVM Warehouse

Intern – **Organizational Study**

Duration: **1 Month**

- Gained practical knowledge in transportation services and inventory handling.
- Conducted an organizational study to analyze warehouse operations and logistics processes.

Zomato Warehouse

Intern – **Organizational Study**

Duration: **2 Months**

- Learned inventory management techniques and warehouse space utilization.
- Gained exposure to inbound and outbound operations, time efficiency strategies, and cost control practices

Project Experience

Title: **A Study on Optimization of Warehouse Layout and Storage Utilization**

Organization: **SSK Smart Move Logistics**

Duration: **February 2023 – April 2023**

I completed a research project at SSK Smart Move Logistics on the topic of optimizing warehouse layout and storage utilization. The project addressed a key problem identified within the organization, and based on my research and recommendations, the issue was successfully resolved.

LANGUAGE KNOWS

Tamil (R/W/S)

English (R/W/S)

