



LITTY GEORGE

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Seeking for opportunities and secure a position to contribute my skills effectively for the growth of the organization and my professional career.

STRENGTH

- Positive Attitude
- Hard working
- Patient
- Honesty
- Active listener

ACADEMIC QUALIFICATION

- MBA from Kerala University with Hr and Finance specialization.
- BBA from Kerala University
- HSC from Board in 2014
- SSLC from Board in 2012

EXPERIENCE

- Worked As a Customer Service Executive in ESAF SMALL FINANCE BANK, Kerala, India.

COMPANY: ESAF SMALL FINANCE BANK

**POSITION : CUSTOMER SERVICE EXECUTIVE
FEBRUARY 2020 – DECEMBER2020**

AREA OF EXPERTISE

- Financing
- Cash management
- Customer service and customer satisfaction
- New product awareness and selling
- Planning and coordinating
- Loans and advances
- HR Activities.

KEY ROLES

- Deliver qualitative services to customers.
- Maintain and manage existing accounts.
- Maintain customer database and update periodically.
- Assist customers in depositing and withdrawing cash
- Capture new accounts.
- Providing loans and services to the existing customers and new customers
- Giving information about the loans amount and its interest.
- Assist the manager for preparing the reports.
- Providing information regarding the bank's products services to its customers.
- Improve customer's banking experience.
- Provide information to the customers on their account status and account balance

COMPUTER LITERACY

- Microsoft word and PowerPoint

PERSONAL DETAILS

- Date of Birth: 25 th January 1997
- Father’s Name: George
- Language Known: Hindi, English, Malayalam
- Permanent address:

Moothampackal Pullampada

Pallippad.P.O Haripad Pin – 690512

PASSPORT DETAILS

Passport Number: U 4569181

Date Of Issue : 13/07/2020

Expiry Date : 12/07/2030

Visa Status : Visiting Visa

INTERESTS

- Movies
- Music
- Travelling
- Cooking

PROJECT

- Degree Project is done in Kitex Ltd Aluva on the Topic “Performance Appraisal”.
- MBA project is done at State Farming Cooperation of Kerala, Punalur on the Topic of “job satisfaction of employees”

CERTIFICATION COURSE

One year Hospital Administration Course from BERF Institution with international certification.

INTERNSHIP

One month internship is done at State Farming Cooperation of Kerala, India.

Company Name: State Farming Cooperation Of Kerala, India

Department : Human Resources

Duration : one month

DECLARATION

The details given above are true to the best of my knowledge