

Motru chaitanya kumar

9700617211 • chaitanyamotru@gmail.com • GUDIVADA

SUMMARY

Experienced banking professional with a focus on operations and processes. Former Officer at The Kakinada Cooperative Town Bank Ltd. MBA graduate with specialization in HR and Finance. Proven skills in banking software, process optimization, and customer service. Strong educational background from Andhra University and VKR & VNB College of Engineering. Fluent in English and Telugu.

EDUCATION

MBA Full-time, HR & FINANCE	May 2015 - Aug 2017
Andhra University Campus, Tadepalligudem	6.87
BTECH Full-time, EEE	Oct 2010 - Jun 2014
VKR & VNB College Of Engineering	66.02
BOARD OF INTERMEDIATE EDUCATION ANDHRA PRADESH, MPC	Jun 2008 - Mar 2010
SURYA JR COLLEGE	77.20
BOARD OF SECONDARY EDUCATION ANDHRA PRADESH, SSC	May 2007 - Mar 2008
SRI RAGHAVENDRA PUBLIC SCHOOL	71.50

SKILLS

- Banking operations
- Banking processes
- Banking Software
- Mobile banking
- Teller
- Bank operations processes
- MS Powerpoint : Beginner
- MS Word : Beginner

Projects

PERFORMANCE APPRAISAL OF EMPLOYEE	May 2016 - Jun 2016
Conducted comprehensive performance evaluations for a team of 15 employees, utilizing data-driven metrics to assess productivity, efficiency, and overall contribution to organizational goals. Developed and implemented individualized development plans to address performance gaps and enhance skill sets. Successfully increased team performance by 20% through targeted coaching and continuous feedback. Facilitated quarterly review meetings to align team objectives with company strategy, ensuring transparency and fostering a culture of continuous improvement.	

EXPERIENCE

the kakinada cooperative town bank ltd - Officer Full-time	Jan 2024 - Aug 2024
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- Managed daily operations to ensure efficient branch functioning.
- Supervised and mentored a team of 5 staff members, improving productivity .
- Enhanced customer satisfaction by [percentage] through effective resolution of issues and implementation of customer feedback.
- Monitored financial transactions, reducing discrepancies.
- Implemented new branch policies, resulting in increase in compliance.
- Conducted regular audits and risk assessments to maintain high standards of operational integrity.
- Coordinated with cross-functional teams to streamline processes and improve service delivery.
- Analyzed branch performance metrics and developed strategies to achieve targets.
- Organized training sessions to upskill staff, leading to a reduction in errors.
- Led community outreach programs to enhance branch visibility and customer engagement.

the visakhapatnam cooperative bank ltd - clerk

Jan 2022 - Jan 2023

****Single Window Operator****

Efficient and detail-oriented Single Window Operator with managing and streamlining customer transactions. Demonstrated proficiency in handling a wide range of banking operations, including cash deposits, withdrawals, cheque clearing, and account management. Recognized for providing exceptional customer service and maintaining high levels of accuracy and compliance with banking regulations. Successfully managed high-volume transactions with minimal errors, contributing to improved customer satisfaction and operational efficiency. Proficient in using banking software and tools to enhance workflow and ensure seamless service delivery.

Key Achievements:

- Reduced transaction processing time through the implementation of effective workflow strategies.
- Received customer commendations for exceptional service and efficiency.
- Trained and mentored new staff, improving overall team performance and service quality.
- Played a key role in the successful rollout of new banking software, ensuring a smooth transition and minimal disruption to services.

LANGUAGES

English
Telugu

CERTIFICATIONS

Fundamentals of Digital Banking:

<https://olympus.mygreatlearning.com/courses/100058/certificate>