



RINI GEORGE

ASSOCIATE

SUMMARY

Dedicated Professional seeking opportunities in Customer service profile to build a successful career. Eager to apply my skills and knowledge to contribute to organizational success.

CONTACTS

 9664895709

@ rinigeorge94@gmail.com

 LinkedIn/Portfolio

 Noida Sector 62, Uttar Pradesh

INTERESTS

- **Swimming, Learning new things, Baking**

EXPERIENCE

Tech Mahindra

Noida

Associate

03/2024-03/2025

Tech Mahindra is a leading global technology company providing digital transformation, consulting, and business process out sourcing services. Apart of the Mahindra Group, it specializes in IT solutions, telecom, AI, cloud computing, and cyber security, serving diverse industries worldwide.

- Managed email escalations and back end operations, resolving CIBIL-related customer issues efficiently. Investigated disputes, provided accurate resolutions, and ensured timely responses. Successfully achieved company targets while maintaining high customer satisfaction and compliance with financial regulations.

Utkarsh Small Finance Bank

Delhi

Senior Relationship Executive

04/2023-09/2023

Utkarsh Small Finance Bank is a leading small finance bank in India, providing a range of banking and financial services, including savings and current accounts, loans, and digital banking solutions. Established in 2016, the bank focuses on

Financial inclusion, catering to micro, small and medium enterprises (MSMEs), as well as retail and rural customers.

- Coordinated with other departments for smooth functioning, investigated and Solved customer's queries and problems to foster satisfaction.
- Recorded accurate and efficient records in customer database, and assisted in audit.
- Handled Email escalations and Back-end customer service
- Risk assessment, KYC verification, documentation and background verification.

Muthoottu Mini

Delhi

Relationship Executive

05/2021-09/2022

Muthoottu Mini Financiers Ltd. Is a leading non-banking financial company (NBFC) in India, specializing in gold loans, wealth management, and financial services. With a strong presence across the country, the company focuses on providing quick and secure financial solutions to individuals and businesses.

- Managed a portfolio of over 500 clients. Handled customer queries, negotiated prices, monitored services after sales, ensured retention of customers for sustain able growth of the company, verified gold and cash management, and assisted in audit.
- Handled Email escalation and back-end customer service
- KYC Verification and documentation.

EDUCATION

Saurashtra University

2015-2018

M.Com

EDUCATION

Gosarani Commerce and BBA College, Jamnagar B.Com	2012-2015
St. Ann's High School 12th Std	2011-2012
St. Ann's High School 10th Std	2009-2010

SKILLS

Team management *Customer Service *Basic knowledge of AML-KYC *Excel *Email writing
Communication skills Interpersonal skills *MS Office

LANGUAGES

ENGLISH	Proficient	•••••	HINDI	Proficient	•••••
GUJARATI	Proficient	•••••	MALAYALAM	Intermediate	•••••