

AJIMOL KUNJIKKUTTAN

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PROFESSIONAL SUMMARY

Customer-focused professional with over a decade of experience in administration, client service, and financial coordination. Skilled in resolving customer inquiries, managing transactions, maintaining records, and supporting day-to-day operations. Adept at building strong client relationships and working in fast-paced environments. Currently seeking a Service Representative or Teller position to contribute my attention to detail, organizational strengths, and commitment to service excellence in the banking sector.

KEY SKILLS

Customer Service & Cash Handling Transaction
Processing & Record Management
Interpersonal & Communication Skills Problem
Solving & Conflict Resolution
Team Collaboration & Frontline Support
MS Office ; Advanced MS Office Applications

PROFESSIONAL EXPERIENCE

Customer Service & Operations Manager *Minerva International Consultancy, India* Feb 2018 – Feb 2023

- Strategic planning and execution
- Team leadership and staff development
- Process optimization and workflow improvement
- Budget and cost control
- Compliance and risk management
- Technology and systems implementation

Administrative & Client Support Specialist *Divyarakshakalayam India* Feb 2023 – Jan 2025

- Registered and assisted clients, including documentation and support coordination.
- Liaised with various departments to ensure accurate data handling and follow-up.
- Supported client well-being through organized service and resource access.
- Started as a customer relations executive, promoted to General Manager based on performance.
- Assisted customers with inquiries, account concerns, and transactional issues.
- Maintained accurate records, reports, and financial documentation.
- Trained and supervised team members in customer service protocols.

QUALIFICATIONS

Master of Social Work : Indira Gandhi National Open University (IGNOU), India

Sep 2019 – Oct 2020

Bachelor of Arts in English Literature Indira Gandhi National Open University (IGNOU), India

Aug 2015 – Aug 2018

ADDITIONAL INFORMATION

- **Technical Skills:** MS Office Suite (Word, Excel, PowerPoint)
- **Languages:** English, Malayalam
- **Certifications:** G Operations - Advanced MS Office Applications