

TINTU ANNA JOHN

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CAREER OBJECTIVE

To expand my knowledge, experience, and capabilities within the organization, fostering personal and professional development, and positioning myself for future growth opportunities.

EDUCATION

Program	Institute	%/CGPA	Year
Bachelor of Business Administration	Saintgits College of Applied Sciences	8.91/10	2025
XII, CBSE	Newman Central School of Secondary Education and Junior College	94.6%	2022
X, CBSE	Newman Central School of Secondary Education and Junior College	88%	2020

ACADEMIC ACHIEVEMENTS

- **University Rank Holder** - 8th Rank, MG University, BBA(2025)
- **Presented and Published Research Paper:** Presented a research paper titled “*A Study on the Influence of Well-being Behaviours and Empathy on Employee Resilience - with Special Reference to Healthcare Sector*” at the Two-Day International Conference on “*Navigating AI: Reshaping Global Commerce and Economics*”, organized by Mar Thoma College of Science & Technology and has been published in the *Proceedings of the International Conference on Navigating AI: Reshaping Global Commerce and Economics*.
- Awarded first position for the Case Study Competition conducted by Rajagiri College of Social Sciences in association with ACCA (UK)
- Participated in National Level Business Quiz Competition conducted by National Institute of Personnel Management

EXPERIENCE

Trainee – Banking Operations (June 2025 – August 2025)
Nedumon Service Co-operative Bank Ltd., Kerala, India

- Assisted in account opening and customer onboarding, contributing to increased customer acquisition and retention.
- Provided customer service and sales support, resolving client queries effectively to enhance customer satisfaction and promote bank services.
- Gained exposure to financial transactions, ledger maintenance, and cross-selling opportunities during daily banking operations.
- Supported loan documentation and processing, ensuring accuracy, compliance, and smooth customer experience.
- Assisted in accounts receivable and client follow-ups, helping maintain strong customer relationships and timely payments.
- Developed key professional skills including communication, teamwork, punctuality, and goal-oriented service delivery.

PROJECTS

- **Major Project** (Dec 2024-Jan 2025)

A Study on Well-being Behavior and Resilience among Healthcare Workers with Reference to Mount Zion Medical College Hospital Adoor, Kerala

- **Minor Project**

(July-Nov 2023)

A Study on Customer Satisfaction in Automobile Dealership Industry in reference to three automobile dealerships in Kottayam, Kerala

SKILLS

- **Soft Skills:** Active Listening, Leadership Quality, Adaptive to new changes, Excellent Communication, Quick Learner, Problem Solving, Attention to detail, Teamwork, Time Management
- **Technical Skills:** MS Excel, MS Word, Financial Record keeping, Documentation
- **Languages:** English, Malayalam

CERTIFICATIONS

- Deloitte Australia Data Analytics Job Simulation on Forage - June 2025
- Data Analysis using Excel and Power BI by Saintgits College of Applied Sciences
- Basics of Inventory Management by TCS iON
- JPMorgan Chase Commercial Banking Virtual Experience Program on Forage - April 2024
- Business Accounting using Excel by Saintgits College of Applied Sciences
- GE Aerospace Explore Human Resources Job Simulation on Forage- October 2023
- Communication Skills by TCS iON