



Thilan Mohottige

BANKING EXECUTIVE / COMPLIANCE ASSISTANT



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Dubai, United Arab Emirates

WEBSITES & SOCIAL LINKS

Linkedin:

<http://www.linkedin.com/in/thilanmohottige>

AREAS OF EXPERTISE

Banking Operations

Customer service

Sales & Marketing

Digital Banking

Teller/Cashiering

KYC & AML Compliances

SKILLS

Communication

Leadership

Customer Service

Team Player

MS Office

LANGUAGES

English

Sinhala

ABOUT ME

Having over a decade of experience in many verticals of Banking and Finance, I have gained necessary skills required to carry out any task with minimum supervision. I mainly interacted with a wide array of clients, providing services on accounts management, financial and loan consultancy while having proven expertise in Branch banking, front and back office operations, AML/KYC Compliance, sales and marketing, cash handling, teller/cashiering with excellent customer service by accomplishing the expectations of both the Bank and the customer.

WORK EXPERIENCE

Junior Executive – Back Office Operations

Commercial Bank of Ceylon PLC, Sri Lanka / August 2014 - July 2022

- Create and maintain KYC profiles by obtaining information from valid sources adhering to the Anti-Money Laundering (AML/ CFT) policies.
- Update and reviewing Know Your Customer Digital platform (DKYC) and obtain supporting documents and ensure the completion & the accuracy as per the compliance requirements.
- Periodic review of KYC and customer profiles according to the risk category.
- Reviewing internal reports and trace unusual accounts activities, transaction monitoring & identifying potential suspicious transactions, further investigate on customer due diligence (CDD), reporting to regulators and calling for SAR's or STR's.
- Identify and mitigate ongoing compliance and AML risks,
- Stay update with regulatory developments, requirements and trends.
- Identify Political exposed persona (PEPs), perform sanction screening and assist with FATCA obligations.
- Monitoring inoperative & overdrawn accounts, accounts management & maintain products portfolios.
- Manage client complaints and queries received through various channels.
- Refined planning and organizational skills that balance work, team support and ad-hoc responsibilities and strategies in a timely and professional manner.
- Build excellent relationship with clients, internal departments and peers relating to AML policies.
- Maintaining and documenting collected records & activities and ensure timely update the system.

Junior Executive - Digital Banking

Commercial Bank of Ceylon PLC, Sri Lanka / Apr 2014 - July 2014

- Handled all kind of remittance services including MoneyGram, Western Union & Ria.
- Processing and promoting salary remittance packages (SRP)
- Processing Interbank payment methods (SLIPS/CEFT) including real time transactions.(RTGS)
- Promote & canvass Digital banking products through calls and emails.

REFERENCES

References available upon request

Junior Executive - Branch Operations

Commercial Bank of Ceylon PLC, Sri Lanka /May 2010 - Mar 2014

- Actively involved in Cross-selling & lobby sales to enhance user experience and to promote new & existing products. .
- Built customer loyalty by implementing effective operational strategies.
- Replenishing and reconcile ATM/CRM & CDM's.
- Handled staff welfare and stationery requirements.
- Handled money exchange services and remittances received from overseas.
- All Foreign Currency transactions including Issuance, conversions, cross currency transactions according to the exchange control requirements.
- Preparations of month end and branch reports with statistics & portfolios.

Banking Trainee (Teller/ Cashier)

Commercial Bank of Ceylon PLC, Sri Lanka /Apr 2008 - Apr 2010

- All front line services including accounts opening, processing service applications, issuance of instant debit cards & cheque books and maintain the stocks of Retail and Corporate banking customers.
- Cashier/Teller services including Cash handling, balancing and reconciliation.
- Inward and Outward clearing with collection of cheques & foreign drafts.
- Pay order/Drafts issuance & dealing with Standing order & fund transfer instructions
- Maintained accuracy and speed while distributing high level of customer service.

EDUCATION

- **Master of Business Administration**
University of Sunderland - UK (Reading)
- **Level 07 Post Graduate Diploma in Strategic Management and Leadership**
OTHM – UK (Reading)
- **Certified KYC Associate**
ACAMS (Studies Completed) 2022
- **Certificate in Anti-Money Laundering and CFT**
Fintelekt Advisory Services Pvt Ltd / Colombo / 2021
- **Intermediate in Applied Banking and Finance**
Institute of Bankers of Sri Lanka (Part Qualified) 2019
- **GCE - Advanced Level - Commerce**
Mahinda College / Galle / 2007

KEY ACCOMPLISHMENTS

- Attendance awards for the years 2011- 2014,2018 & 2019
- Regional Winners of the Inter Branch Quiz Competition 2012 & 2013

PERSONAL DETAILS

- Name in Full - Nadugala Mohottige Thilan Ranganath
- Date of Birth - 22nd July 1988
- Marital Status - Single
- Nationality - Sri Lankan
- Visa Status - Visit Visa

I hereby declare that the above furnished information is true and correct to the best of my knowledge.