



JITHESH MK

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PROFESSIONAL SUMMARY

Certified Anti-Money Laundering Specialist with hands on experience in overseeing B2B remittance, corporate client on boarding, KYC verification, HNI remittances, strengthening compliance, WPS payroll processing & Operations Supervisor.

CAREER HIGHLIGHTS

- ❖ On boarding individual, corporate and WPS customers and conducting necessary due diligence based on customer profiles.
- ❖ Verifying KYC documents is undertaken while registering the customer.
- ❖ Monitoring the clients and sending STR if any to the compliance manager.
- ❖ Administered the branch AML enquiries, conducted verification of all the documents and customer details to check the genuineness of transactions.
- ❖ Perform risk assessments, data analysis and reviews for corporate clients periodically.
- ❖ Process B2B remittance, WPS Payroll, SWIFT and HNI transactions.
- ❖ Revenue maximization through currency exchange.
- ❖ Asset management, maintenance and cost allocation.

EDUCATIONAL QUALIFICATIONS

- ▶ **B. Tech - Electronics & Communication** (2005 - 2009) from Sree Narayana Guru College of Engineering and Technology, Kannur University, Kerala.

CERTIFICATIONS

- ▶ Certified Anti-Money Laundering Specialist (**CAMS**)

PROFESSIONAL EXPERIENCE

UAE Exchange Centre LLC - UAE

From 20th September 2014 - Till date

Position: Associate

Joined UAE Exchange in 2014 as **Teller** and moved up the career trajectories, receiving accolades and promotions as **Corporate Desk officer**, **Remittance Supervisor** and up to the current designation of **Associate-Asset Management**.

Key Responsibilities:

- ▶ Build and manage rapport with corporate clients to ensure optimum customer acquisition, retention and income generation.
- ▶ Ensuring delivery of industry-leading customer service, premier on boarding experience and advisory service to new and existing Corporate Customers.
- ▶ Analysed and reviewed KYC documents and corporate booklet while on boarding corporate customers.
- ▶ Checking the authenticity of signatures and initials in the agreement, as well as stamping the company's name.
- ▶ Perform risk assessments, data analysis and reviews for corporate clients periodically.
- ▶ Authorizing and monitoring all corporate and high value transactions happening in the branch and replying to all AML queries on a regular basis.
- ▶ Ensuring the implementation of Anti-money laundering policy & procedures of the company and central bank of UAE in the branch operations.
- ▶ Raise STR reports for suspicious transaction, escalating to the AML team.
- ▶ Processing WPS for corporate clients, providing reports and statements on client's request.
- ▶ Supervising the team in all operational activities like cash arrangements, cash funding, salary disbursement and cash closing.
- ▶ Tallying Cashiers as well as ATM/CDM.
- ▶ Investigating and solving customer service complaints.
- ▶ Efficiently handling walk in customers by fulfilling their remittance and other service needs.
- ▶ Foreign currency sales and purchase to and from customers and corporate.
- ▶ Familiar with different CRM/Platform of Transfers, Western Union, Xpress money, etc.
- ▶ Adherence to compliance obligations, company risk management, Anti-Money Laundering and all company policies.
- ▶ Attending to customer queries and providing them with perfect solution in timely manner.
- ▶ Also responsible for managing, maintaining and cost allocation for company assets in Admin Department.

TRAINING PROGRAM ATTENDED & ACHIEVEMENTS

- ❖ Attended Cash Security, Customer Service Training & Anti-Money Laundering Program conducted by UAE Exchange Centre LLC.
- ❖ Attended Fire and Emergency Services Training conducted by Jaheziya Mussafah Abu Dhabi.
- ❖ Received "Employee of the Month" award, STAR award and Certificate of Appreciation for outstanding Performance and contribution towards corporate business revenue from UAE Exchange Centre LLC.

Amrita Kripa Cyber Security & B.P.O Services Pvt Ltd - Kannur, Kerala, India

From 7th January 2014 - 25th July 2014

Position: System Administrator

Key Responsibilities:

- ❖ Managing and monitoring of networks and servers (Windows Server 2008 R2).
- ❖ Active Directory user management and group policy deployment.
- ❖ Maintaining and troubleshooting of internal connectivity issues (LAN).
- ❖ Configuring IIS (Web hosting) and Outlook.
- ❖ Providing desktop support to users and configuring soft phones.

Navgat Network Solutions Pvt Ltd - Kannur, Kerala, India

From 5th March 2012 - 3rd January 2014

Position: CCNP VOICE Trainer

Key Responsibilities:

- ❖ Worked as Trainer in CCNA VOICE & CCNP VOICE.

Asianet Satellite Communications Ltd - Calicut, Kerala, India

From 28th June 2010 - 29th Feb 2012

Position: Junior Engineer-Technical Support (Asianet Data Line)

Key Responsibilities:

- ❖ Providing full IT support related to internet broadband connection to the clients.
- ❖ Installing of Cable modems, Wireless modems and media converters.
- ❖ Configuring and Troubleshooting of Cable and Wireless modems.
- ❖ Checking feasibility of network for internet data access. Manage and Troubleshooting of RF network equipment's (Wireless, leased line connections, CMTS).

TECHNICAL SKILLS

- ❖ Cisco Certified Network Associate
- ❖ Cisco Certified Network Professional-Voice
- ❖ Microsoft Certified Solutions Expert (MCSE2012 Server Infrastructure)
- ❖ **PC Packages:** MS Power Point, MS Excel, MS Word

PERSONAL DETAILS

Personal information

Date of birth : 25 November 1987
Marital Status : Married
Nationality : Indian
Passport No : S3151109
Languages Known : English, Hindi, Malayalam, and Tamil