



**SREEJITH THANNIKURUSSI  
CHANDRAN**

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**Professional Skills:**

- Proficiency in MS Office (MS Excel, and MS Outlook,CRM)
- Payroll Services
- Excellent time management
- Ability to multi-task and prioritizework.
- Attention to detail and complexproblem-solving.
- Excellent written and verbalcommunication skills.
- Good leadership skills
- Resiliency
- Integrity
- Excellent team player
- Typing skill: Intermediate
- **English Fluency - Expert**
- Inbound and Outbound calls
- Smart and well presentable

**Personal Profile**

A very well-trained and highly experienced professional, directing all operational aspects including distribution, excellentcustomer service, human resources, administration, payroll services, and sales in accordance with the company's objectives.  
Proven ability to prepare comprehensive reports, meet revenue targets. Well knowledge in UAE Central bank guidelines.

**Work Experience**

**OPERATIONS EXECUTIVE IN CENTRAL  
OPERATIONS  
AL ANSARI EXCHANGE  
DUBAI, UNITED ARAB EMIRATES  
September 2013 – March 2023**

*Duties and responsibilities:*

- Corporate onboarding and verification, checking the corporate documents, and conducting a risk assessment.
- Support to ensure appropriate policies, procedures, systems are developed, established and implemented across company and clients to monitor the daily operations for compliance with AML/CFT law and the company's policies, procedures, systems and controls and any other applicable law.
- Drive service initiatives by assisting customers and relationship managers towards seamless fulfilment.
- Act as a customer service representative by interacting with companies and customers to provide them with information to address inquiries regarding the company products and services.
- Process Card Holder Files, Salary Files and other relevant files and tasks in a timely manner, and accurately as per Customer instruction without any errors, mismatch of data and duplication or deletion.
- Complete/follow up documentation for client's transaction/investment needs for due diligence purpose.
- Monitoring due diligence conducted and reporting of Anti Money Laundering risks to the relevant stakeholders as well as ensuring that appropriate remedial action is taken.
- Resolve customer queries received through various channels (email/phone/face to face interaction, etc).
- Generated and uploaded salary files, tracked payments and updated customer profiles as per KYC procedures.
- Collecting relevant KYC information as per checklist for the KYC and client onboarding process.

## Learnings & Certification:

- Orientation and Foundation training
- Anti-money laundering & Prevention of fraud and counterfeit money - Advanced
- Telephone and Business Etiquette
- Data Privacy
- Core knowledge of UAE Central Bank rules & regulations.

## Personal Information:

Birth Date: April 28, 1988

Gender: Male

Civil Status: Single

Citizenship: Indian

Visa Status: Visit Visa

Languages Known : English , Malayalam, Hindi, Tamil

## FIELD AGRICULTURE OFFICER (FAO)

### HDFC BANK LTD

PALAKKAD, KERALA, INDIA

August 2010 – March 2013

#### *Duties and responsibilities:*

- Promoted the banks in rural regions to expand the bank's agricultural portfolio and to maintain and implement the priority sector guidelines set by the RBI (Reserve Bank of India).
- Receive agricultural loan application and submit feasibility and recommendation to processing team.
- Responsible for disbursement of loans to the Self Help Groups (SHG) involved in the primary sector of the economy.
- Assisted the loan documentation; Completed pre-sanction appraisal; Post disbursement supervision of loans: Worked as a link between borrower and bank & If found default in remitting loan installment or interest take up with the SHG.
- Attended block level and village level meetings conducted by Block Development Office, NABARD, Lead Bank etc.
- Examined crop failure cases and writing off cases and give suggestions.
- Provides account services to customers by receiving deposits and loan payments.
- Answering questions in person and on the telephone
- Referring to other bank services.

## EDUCATIONAL ATTAINMENT

MASTER OF BUSINESS ADMINISTRATION (FINANCE)- 2012

Bharathiar University

Coimbatore, India

BACHELOR OF ARTS (ECONOMICS)- 2008

University of Calicut

Ottapalam, Kerala, India

## DECLARATION

I hereby declare that all the information furnished above in this document is true to my knowledge and belief