



**SREEJITH THANNIKURUSI
CHANDRAN**

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Professional Skills:

- Proficiency in MS Office (MS Excel, and MS Outlook,CRM)
- Excellent time management
- Ability to multi-task and prioritizework.
- Attention to detail and complex problem-solving.
- Excellent written and verbal communication skills.
- Good leadership skills
- Resiliency
- Integrity
- Excellent team player
- Typing skill: Intermediate
- **English Fluency - Expert**
- Inbound and Outbound calls
- Documentation

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

**EXECUTIVE OPERATIONS DEPARTMENT
ADMINISTRATIVE AND WPS
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.
- Provide excellent Customer Service is provided to internal Customers, as well as to external Customers dealing with the department.
- Process by validating the authentication of the ancillary service requests (Replacement/SOA/Dispute Claims/PIN rest etc.received from branches on cards services.
- Assisting customers in various channels such as Emai, Telephone and front desk.
- 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.
- Drive digitization strategy by actively preparing customers to be digitally equipped by using digital channels and online application.
- 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