



Dishanth Coelho

Investigation Specialist

Result oriented and a highly skilled professional with about 3 years of experience and a demonstrated history of working in Retail Industry as Associate and Risk Analyst working in International markets. Skilled in Leadership and Project Management. Completed Logistics, SAP, AML(SAR) and TALLY ERP 9 certification course from UDEMY, having strong professional perspectives with a Bachelor of Commerce - B.Com focused in Accounting and Finance from St. Aloysius College, Mangalore.

Experience

Investigation Specialist (AML/KYC)

Amazon Development Center, Bangalore

Apr 2021- Sep 2023

- Monitor alerts generated by the Anti Money Laundering (AML)/Combating the Financing of Terrorism(CFT) System and conduct appropriate reviews to facilitate the closure of alerts or further investigation/reporting.
- Act as a Subject Matter Expert and review, investigate and escalate alerts generated by AML tool with appropriate comments.
- Trained and monitored the new hire batch of employees in terms to productivity, quality and adherence to SOP, defect rates.
- Recommends ideas for process improvements and ensure all records of the unit are kept in a confidential and secure state and adherence to record retention policy and the SOP guidelines.
- Collecting relevant KYC information as per checklist with basic understanding of the KYC and client on-boarding processes.
- Collaborate closely with cross-functional teams, such as legal, compliance, and customer service, to resolve fraud cases efficiently.
- Assess brand reputation, compliance, fraud, and financial risk to determine risk exposure.
- Experience with regulatory compliance, AML transaction/risk monitoring tools, and problem-solving in AML-related matters.

Associate

Oct 2020- Mar 2021

Amazon Development Center, Bangalore

- Resolving customer complaints by determining cause of problem, electing best solution and expediting correction or adjustment.
- Developing and maintaining knowledge of evolving products and services to accurately answer questions and make recommendations based on customer needs.
- Handled complaints with calm and diplomatic manner, organizing refunds or replacements as required.
- Managed high-volume customer queries simultaneously through effective multitasking.
- Increased customer satisfaction by resolving issues.

Certifications

- Logistics and Supply chain.
- SAR reporting from Udemey.
- SAP for Beginners from Udemey.
- Tally ERP 9 from Udemey.
- SQL from Udemey.

Project

Financial Inclusion of fisheries with special reference to coastal area.

Core Competencies

- Stakeholder Management
- Customer Service
- Risk Management
- Leadership
- Service Delivery
- Documentation

Contact

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Address

Dubai, UAE

Education

Bachelor of commerce 2020

St.Aloysius College (Autonomous)

Commerce 2017

St.Aloysius Pre University College

Personal Dossier

Nationality : INDIA

DOB :14/12/1999

Visa Status : Visit Visa

Languages

English

Hindi

Kannada

Konkani

Awards

- Extra Mile Award.
- Employee of the Month.
- Best Investigator for quater.

Website

www.linkedin.com/dishanthcoelho/