



# Dishanth Coelho

## Investigation Specialist

I am a highly skilled and results-oriented professional with about 3 years of experience in the retail industry. I have a proven track record of success in roles as an Associate and Risk Analyst, having multinational market domain coverage. My skill set includes strong leadership and project management abilities. Additionally, I have completed certification courses in Logistics, SAP, AML (SAR), and TALLY ERP 9 on Udemy, further enhancing my expertise. I hold a Bachelor of Commerce (B.Com) degree with a focus on Accounting and Finance from St. Aloysius College, Mangalore, providing a solid foundation for my professional career.

## Experience

### Investigation Specialist (AML/KYC)

Apr 2021- Sep 2023

#### Amazon Development Center, Bangalore

- 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.

Oct 2020- Mar 2021

### Associate

#### 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 Udemy.
- SAP for Beginners from Udemy.
- Tally ERP 9 from Udemy.
- SQL from Udemy.

## 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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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/](http://www.linkedin.com/dishanthcoelho/)