

JUSTIN JAMES, CMA, CFE

Contact: 971528162735 | Email: justinjamesm@gmail.com | Location: Dubai | [LinkedIn](#)



ENTERPRISE RISK AND FRAUD PREVENTION MANAGEMENT | SENIOR OPERATIONS STRATEGIST | RISK ASSESSMENT SPECIALIST | INTERNAL CONTROL STRATEGIST

Policy Development | Risk Management Framework Development | Anti-Fraud Strategy Implementation | Enterprise Risk Assessment | Compliance and Regulatory Adherence | AML Policies and KYC Standards | Data Analysis and Intelligence | Process Review | Team Leadership and Staff Training | Stakeholder Relationship Management | Customer Service Excellence | Internal Controls Management

Highly analytical and detail-oriented financial specialist brings forth 11+ years of experience in risk management, fraud prevention, and operational excellence within the financial services sector. Excels at **enterprise risk management** including identifying, assessing, and mitigating diverse risks by driving strategic decision-making and robust policy development

PROFILE SYNOPSIS

- Masterfully **develops and oversees risk management policies**, effectively balancing risk against performance to align with organizational goals.
- Skilled in the **design and implementation of advanced anti-fraud frameworks** that proactively identify vulnerabilities and thwart fraudulent activities.
- **Promotes operational Process Optimization** by Implementing process improvements and best practices that enhance operational workflows, resulting in increased efficiency and cost reduction.
- **Leadership in Team Development**, nurturing skills and a culture of excellence that drive high team performance.
- Proficiency in **Stakeholder Management**, **cultivating productive partnerships** and aligning diverse groups towards common financial goals.
- Champions the **adoption of cutting-edge technologies** to enhance risk detection capabilities and safeguard assets.
- **Languages:** English, Malayalam, Tamil & Hindi

PROFESSIONAL EXPERIENCE

RISK OFFICER | Al Ain Ahlia Insurance Co (PSC), Abu Dhabi, United Arab Emirates | Mar. 2024 – July.2024

- Leading the process of Enterprise-Wide Risk Assessment and Operational Risk and Control Self-Assessments to determine the company's exposure to different risks and the effectiveness of its control measures.
- Developing and sustaining a strong risk management framework by identifying important risk indicators and creating an integrated risk framework with procedures, registers, risk appetite statements, and policies, all while guaranteeing thorough alignment with corporate objectives.
- Consistently producing perceptive risk assessments and documentation to uphold ongoing supervision of the enterprise's risk environment.
- Creating an atmosphere that highlights the value of risk management and anti-fraud measures, highlighting the "3 lines of defence" model and fostering a sense of accountability among teams and other staff members.
- Regularly presenting critical risk, governance and regulatory reports to the Risk Committee and Board, covering topics such as top risks, emerging risks, and policy and procedure governance.
- Manage the preparation and submission of regulatory reports, ensuring compliance with all relevant laws and regulations.
- Oversee the maintenance and enhancement of the company's Governance, Risk, and Compliance (GRC) ecosystem. Regularly review and update GRC policies and procedures to reflect changes in the regulatory environment and business operations.
- Implement a robust business resilience strategy, ensuring continuity of operations in the event of disruptions.
- Ensure compliance with insurance regulation, law and industry standards, conduct regular compliance checks and audits to ensure compliance with regulatory requirements.
- Monitor claims reserves and reinsurance arrangements to ensure compliance. Conduct investigations and due diligence to access the validity of claims and identify potential fraud misrepresentations.
- Evaluate and track the performance of the put in place risk-reduction strategies.
- Establishing and maintaining operational policies and procedures in compliance with regulatory standards and conducting thorough audits of these policies focusing on risk, compliance, and internal controls.

RISK & FRAUD PREVENTION OFFICER | Joyalukkas Exchange, Dubai, United Arab Emirates | Nov. 2021 – Feb.2024

- Spearheading the process of both Operational Risk and Control Self-Assessments and Enterprise-Wide Risk Assessment to gauge the company's exposure to various risks and the efficacy of its control measures.
- Crafting and maintaining a robust risk management infrastructure by identifying key risk indicators and developing integrated risk framework including policies, methodologies, risk appetite statements, and registers, ensuring comprehensive alignment with organizational goals.
- Regularly generating insightful risk analysis and reports to maintain continuous oversight of the organization's risk landscape.
- Fostering an environment that emphasizes the importance of anti-fraud measures and risk management, emphasizing the "3 lines of Defense" Model and instilling a sense of responsibility across teams and other staff members
- Building anti-fraud framework, along with assessing its effectiveness in identifying & mitigating fraudulent activities.
- Establishing and maintaining operational policies and procedures in compliance with regulatory standards and conducting thorough audits of these policies focusing on risk, compliance, and internal controls.
- Implementing effective monitoring systems to ensure compliance with established group policies and operational controls.
- Designing and implementing governance structures that manage risk, compliance, and control within the organization.
- Taking charge of investigations into fraud allegations, handling various complexities and natures of fraud cases.
- Leading educational and awareness initiatives to enlighten stakeholders about fraud prevention and risk management practices.
- Providing the Risk Committee with essential risk, governance, and regulatory reports on a regular basis that address issues including top risks, developing risks, and policy and procedural governance.
- Oversee the creation and filing of regulatory reports while making sure that all applicable rules and laws are followed.
- Supervise the upkeep and improvement of the organization's Governance, Risk, and Compliance (GRC) framework. Review and update GRC policies and processes on a regular basis to take into account modifications to the business environment and regulations.
- Establish a strong plan for company resilience to guarantee that operations continue even in the case of disruptions.

FRAUD PREVENTION OFFICER | Joyalukkas Exchange, Dubai, United Arab Emirates | Oct. 2019 – Oct. 2021

- Built and launch comprehensive Anti-Fraud framework, evaluating its effectiveness in identifying fraud risks within organization.
- Conducted reviews and audits of internal organizational processes to ensure operational integrity and risk mitigation.
- Compiled and deciphered intelligence on fraudulent schemes, thoroughly understanding industry-wide threats and devising strategies to bridge security gaps.
- Identified deficiencies in control mechanisms, advocating for enhanced solutions to bolster organizational security.
- Spearheaded fraud investigations, addressing fraudulent behaviours and ensuring thorough scrutiny and resolution.
- Served as an advisory expert to process teams, guiding development of compliant and cost-effective operational procedures.
- Enforced adoption of robust policies & procedures that significantly reduced organization's susceptibility to fraudulent activities.
- Facilitated documentation practices for investigations, generating comprehensive reports that supported decision-making.
- Fostered collaborative relationships with both internal stakeholders and external enforcement entities to fortify the organization's defence against fraud.
- Delivered critical analyses and findings on fraud risks to executive leadership, informing strategic risk management decisions.
- Oversaw branch-level fraud deterrence measures, monitoring activities to preempt and respond to fraudulent conduct promptly.
- Directed educational initiatives on fraud prevention, heightening stakeholder awareness and engagement in anti-fraud efforts.
- Evaluated and recommended cutting-edge technologies for advanced risk detection and mitigation to senior management.

EXECUTIVE FINANCE AND OPERATIONS | Joyalukkas Exchange, Dubai, United Arab Emirates | Apr. 2014 – Sep. 2019

- Directed the entire operational suite for UAE FTS and UAE WPS, ensuring seamless execution and monitoring.
- Guaranteed the efficient handling and processing of UAE WPS files for associated companies without disruptions.
- Validated and authorized refund requests (RTC/RFR) for affiliated entities, maintaining a commitment to expedited resolution.
- Oversaw daily management of DIF files, Remittance reports, utility payments, and CAD files, ensuring accuracy and timeliness.
- Prepare and submit various reports to the Central Bank of UAE portal (ERF-38, ERF-20, ERF-21, ERF-93, ERF-94).
- Administered new system registrations, maintaining a robust operational framework.
- Crafted daily cash flow forecasts, optimizing financial resources and budgeting.
- Led the issuance and reissuance of Joyalukkas Payroll cards, enhancing employee financial management.
- Supervised the generation and processing of GPSSA files, adhering to stringent timelines and accuracy standards.
- Ensured the operational efficiency and prompt distribution of new Joyalukkas payroll cards.
- Addressed queries & complaints regarding UAEFTS, UAE WPS, & Joyalukkas Payroll Cards from branches & registered companies.
- Prepared and delivered comprehensive WPS and payroll card reports to the Operations Manager and senior management.
- Managed financial records and transactions with business partners, upholding transparency and accountability.
- Provided vital support to the central remittance department in processing files, managing complaints, and customer service.
- Assisted the central treasury department in managing funds and related financial activities.
- Conducted educational sessions to empower teams with necessary operational knowledge and skills.

REMITTANCE OFFICER CUM MLRO | Joyalukkas Exchange, Abu Dhabi, United Arab Emirates| Dec. 2012 – Mar. 2014

- Executed cash remittances through TT/DD/WU, managing cross-border financial transactions with precision.
- Engaged in foreign currency exchange operations, ensuring profitable buying and selling activities.
- Managed the reception and distribution of WPS cash salaries at the branch level, providing reliable payroll services.
- Oversaw branch accounting and reporting, delivering timely insights to senior management.
- Facilitated bank account openings and managed identification services such as PAN card issuance at the branch level.
- Addressed client grievances and inquiries from headquarters, ensuring high levels of customer satisfaction.
- Produced and analysed daily audit and comparison reports, fostering financial accuracy and integrity.
- Handled the complete processing of checks and account transactions within the branch, ensuring compliance and efficiency.
- Undertook the role of Money Laundering Reporting Officer (MLRO), overseeing branch compliance with AML policies.
- Collect and report KYC documentation and files for compliance and internal audits, reinforcing regulatory adherence.
- Conducted AML checks and reported suspicious transactions to the compliance officer

MANAGEMENT TRAINEE | Kerala Chamber of Commerce and Industry, Cochin, Ernakulum | Feb. 2012 – Oct. 2012

ACADEMIC CREDENTIALS

Certified Fraud Examiner (CFE) | Association of Certified Fraud Examiners | 2024

Certified Management Accountant (CMA-US) | Institute of Management Accountants | 2023

Post Graduate Diploma in International Business and Operations | IGNOU | 2016

MBA/PGDM (Finance and Marketing) | DC BUSINESS SCHOOL, Vagamon, Kottayam, Kerala, India | 2011

B.com with Computer Application | BVM Holy Cross College Cherpunkal, M.G University, Kottayam | 2009

Memberships

- IMA – Institute of Management Accountants
- ACAMS – Association of Certified Anti- Money laundering Specialists
- ACFE -Association of Certified Fraud Examiners.