



STANLY JOSE

BRANCH COMPLIANCE OFFICER/ CUSTOMER EXPERIENCE OFFICER

Globally Certified KYC Specialist (GO-AKS)

+971 562100327

stanlyjosegalaxyy@gmail.com

Al Nahda, Sharjah, UAE



Certifications:
Globally Certified KYC
Specialist (Go- AKS)

ENROLEMENT

Enrollment no. : K/230/2021

(Enrolled as an Advocate at Bar Council of Kerala)

PERSONAL INFO

Nationality : Indian
Gender : Male
Marital status : Single
Date of Birth : 04/07/1996
Passport No : V1018297
Date of Expiry : 02/05/2031

ACHIEVEMENTS

- Consistently achieved top performance in the branch, being recognized as the top performer over six times within a 2-year period of current tenure.
- Maintained exceptional customer relationships, which led to my consecutive increase in repeat customer sales within the branch.

PROFESSIONAL SUMMARY

Customer Experience and Branch Compliance Officer with a strong background in enhancing customer satisfaction and ensuring regulatory compliance. Skilled in developing service strategies, conducting audits, resolving issues, and providing staff training. Committed to delivering exceptional customer experiences and upholding compliance standards.

WORK EXPERIENCE

Branch Compliance Officer/Customer Experience **Al Fardan Exchange, UAE**

May 2022 - Present

Role & Responsibilities:

- Monitor all new and existing customer registration modification details for the branch daily and take initiative to correct the same as per AML/CFT policies and procedures if required.
- Attending customers for making transactions/electronic transfers and foreign currency exchange.
- To answer customer complaints, branch details enquire, transaction enquires, rate enquires, and conversions.
- To maintain records, prepare reports, and perform work processing assignments and related clerical duties.
- Inform the line management and utilize the hotline to report whistleblowing incidents.
- Comply and follow AML & KYC policies as per guidelines given by the Central Bank of UAE.
- Perform more extensive due diligence transactions and performed at the branch and verify the correctness of the document (RVF and others supporting)
- Assist the Branch Manager/ manager in charge and other members of the branch to identify potential suspicious cases and make sure such cases are reporting to cooperate compliance without delay.

Legal Assistant **Mavelikkara Bar Association, India**

April 2021 – April 2022

Role & Responsibilities:

- Interpret laws, rulings, and regulations for natural & juristic persons.
- Conduct legal research and gather evidence.
- Explain the law and give legal advice.
- Offer legal representation at arbitration or mediation hearings.
- Facilitate innovative solutions to client problems.
- Manage and oversee paralegals and legal assistants.
- Reviewing the legal documents submitted in the case file.
- Monitoring and reviewing latest legal laws updates and researching related past judgments.

STRENGTHS

- Awareness.
- Caring about other people.
- Collaborating and working well together with others.
- Comforting people when they need
- Conflict management and resolution skills.

LANGUAGES KNOWN

- **English**
Professional working proficiency
- **Malayalam**
Native or bilingual proficiency
- **Hindi**
Limited working Proficiency

HOBBIES & INTERESTS

- Music
- Travel
- Sports
- Fitness
- Cricket

KEY PERSONAL SKILLS

- Analytical thinker with strong conceptual and research
- Natural leader who displays sound judgment and attention to detail.
- Ability to work under pressure and meet deadlines.
- Ability to work independently and as part of a team.

Accountant **Galaxy Books, India** **Dec 2019 – Mar 2021**

Role & Responsibilities:

- Posting and processing journal entries to ensure all business transactions which are updated properly for tax submission.
- Updating accounts receivable and issuing invoices.
- Updating accounts payable and performing reconciliations.



Legal Intern **Kerala Human Rights Commission, India** **1 month** **Role & Responsibilities:**

- Update about case briefs.
- Legal research and draft.
- Seeking client handling methodologies.
- Visiting various courts and understanding the court procedures.

Legal Intern **RANDL Legal Service (Pvt.) limited, India** **1 month** **Roles & Responsibilities:**

- Update about case briefs.
- Legal research and draft.

EDUCATIONAL QUALIFICATION

-  **BCom LLB (Hons)**
Mount Zion Law College, Kadamannitta
Mahatma Gandhi University, Kottayam, Kerala, India
2014 - 2019
-  **Higher Secondary**
Board of Higher Secondary Examination, Kerala, India
2012 - 2014
-  **Secondary**
Board of Public Examination, Kerala, India
2012

DECLARATION

I hereby declare that the above written particulars are true and correct to the best of my knowledge and belief.

Stanly Jose

