

RAJKIRAN PARAPURATH

SUMMARY

Dedicated and results-driven Management Professional with over 20 years of diverse experience in various strategic roles including Risk Management, Fraud Prevention, HR, Learning & Development, Consumer Protection and Customer Service, seeking assignments in strategic role in Risk Management with an organization of high repute that will help accomplish professional & personal goals.

WORK EXPERIENCE

Nov '22 - Present **RISK & FRAUD PREVENTION OFFICER**

Redha Al Ansari Exchange, Dubai, UAE

Expertise in implementing risk management framework, developing policies and procedures, ensuring the rules, policies, systems, and practices are in line with the regulatory standards.

Conducting risk assessments, analyzing data and communicating findings to senior management. Managing enterprise-wide risk assessment, fraud risk assessment, fraud prevention, monitoring KRIs, risk identification, analyzing data, recommending solutions to mitigate risk, testing controls and effectiveness are the core responsibilities.

Implementing controls to mitigate risk, corporate governance, devising training and awareness programs and fostering a risk aware culture, developing business continuity management processes by collaborating with business functions and regulatory reporting are part of the other responsibilities.

April '20 – Nov '22 **HR & L&D CONSULTANT**

Evolve Consulting, Dubai, UAE

Providing talent, performance, strategic, and organization development solutions to businesses. Gap analysis, goal setting, process improvement, performance consulting, training solutions, strategic consulting, digital transformation, and HR outsourcing support are some of the primary solutions offered. In addition to that, individual learning and coaching needs are also addressed.

Mar '18 – Apr '20 **TRAINING MANAGER**

LIFE Healthcare Group, Dubai, UAE

Value Proposition: Introduced various leadership, soft skills, customer service, sales, and basic retail operations training. Redesigned and restructured the Training Manual, Retail Operations Manual, and other Training Materials in relation to enhance the learning experience and retention. Introduced "Train the Trainer" program, and spearheaded the restructuring of the operations training. Introduced various assessment tools and selection criteria for standardizing the Operations Trainer selection process; mapped competency and set performance indicators for the role. Took several initiatives to improve the customer experience at all the touchpoints including the Retail Stores, Call Center, social media, and E-commerce via continuous feedback, coaching, and training interventions.

Key Deliverables:

- Managing the end-to-end L&D process and leading the training team.
- Analyzing training need and identifying the learning needs and priorities.
- Accountable for planning, designing & delivering the training programs.
- Identifying learning through various assessments.
- Evaluating the learning effectiveness and ROI.



CORE COMPETENCIES

- Risk Assessment and Mitigation
- Fraud Detection and Prevention
- Data Analysis and Reporting
- Regulatory Compliance
- Incident Investigation
- Stakeholder Engagement
- Process Improvement
- Training and Development
- Developing Policies
- Analytics
- Training Need Analysis
- Instructional Design
- Competency Mapping
- Performance Management
- Coaching & Mentoring
- Strategic Planning
- Recruitment
- Budgeting & Cost Control
- Employee Relations
- Workforce Planning
- Compensation & Benefits
- Rewards & Recognition
- Resource Optimization
- Team Management
- Leadership Acumen

LINGUISTIC ABILITIES

- English - Highly proficient
- Hindi - Advanced
- Malayalam - Advanced
- Kannada – Intermediate
- Tamil - Intermediate

Jan '14 – Feb '18 **TRAINING & CUSTOMER SERVICE MANAGER**

Redha Al Ansari Exchange, Dubai, UAE

Value Proposition: Instrumentally introduced in house induction/ employee orientation programme, soft skills, AML & process training. Successfully trained & launched many products & services. Took various Sales & Customer Service initiatives and successfully completed it [Cross Selling | Up-selling | Customer Acquisition | Customer Engagement | Customer Registration | Customer Satisfaction Surveys]. Managed Emiratization Programme in line with the regulatory and organizational requirement. Successfully trained and recruited young Emirati graduates as a part of this initiative.

Key Deliverables:

- Business Support/ Strategic Planning
- Learning & Development
- Operations Management
- Customer Satisfaction
- Client Relationship Management
- Change management, Liaison & Coordination
- Knowledge & Team Management

Dec '09 – Aug '13 **PROCESS TRAINER**

Convergys India Pvt. Ltd, Bangalore, India

Value Proposition: Successfully maintained attrition of less than 5% and 0% turn over for a period of 2 years despite cutting overhead cost and extreme workload pressure. Meticulously developed and promoted 4 team members to various designations in supervisory and managerial levels through effective succession planning, coaching and mentoring.

Key Deliverables:

- Developing, implementing, and evaluating appropriate instructional programs; providing comfortable & supportive learning environment. Mentoring and coaching the newly hired Quality Advisors.
- Imparting knowledge to new hires on the product and services of AT&T Mobility. Managing the entire Process Training and Transition. Discussing the developmental opportunities and sharing the performance updates with the management and clients. Working on projects based on the client requirements.
- Organizing calibration sessions with the clients and the team.

May '08 – Nov '09 **SENIOR FRAUD & CREDIT ANALYST**

Dell International Services India Pvt. Ltd, Bangalore, India

Key Deliverables:

- Analyze transaction data to identify and investigate fraudulent activities, and fraud-related losses.
- Continuously monitor TMS and detect fraudulent transactions.
- Take necessary actions to stop shipment or cancel orders.
- Assist in the development of risk assessment frameworks and methodologies.
- Prepared comprehensive reports for management reviews.

Mar '07 - Apr '08 **TECHNICAL SUPPORT EXECUTIVE**

24/7 Customer Pvt. Ltd, Bangalore, India

Aug '05 - Dec '06 **CUSTOMER SERVICE CONSULTANT**

Mphasis India Pvt. Ltd, Bangalore, India

Jul '01 - Aug '03 **MARKETING EXECUTIVE**

Pentasoftware Technologies Ltd, Thalassery, India

TECHNICAL SKILLS

- MS Office - Word, Excel, PowerPoint, SharePoint

EDUCATION

Sep '04 - **B. Com**

Calicut University

TRAINING & CERTIFICATION

- Certified Human Resource Management Professional (CHRP) – American Certification Institute.
- Certified Human Resource Manager (CHRM) – ACI.
- Certified Human Resource Management Consultant (CHRC) – ACI.
- Advanced Diploma in Teaching, Training and Assessing Learning - City & Guilds London - Level 3 IVQs qualification.
- Diploma in IATA / FIATA Cargo Introductory – IATA - Montreal, Canada.
- Advanced Diploma in Computer Hardware and Networking - LCC.
- Lean Six Sigma Green Belt trained – CIS University.
- Advance Analytics, Advance Excel and SAS - Analytical Training Institute, Bangalore.

REFERENCE

Prem Kumar

Former Head of Regulatory Controls and Business Excellence

Redha Al Ansari Exchange

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