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sheethalphilipose@gmail.com

EDUCATION

MBA – International Business

2021–23, CGPA: 8.7
School of Management,
Pondicherry Central University,
Puducherry, India

BCOM Co-operation

EKNM Government College,
Kasaragod, Kerala, India

SKILLS

Processing operations and transaction management, KYC/AML compliance due diligence, MIS, Team Leadership And Management, Customer service and Relationship Building, Microsoft Office and Banking Software Applications (CRM, Flexcube, SWIFT, RTGS, FTS, Word check, KYC and AML)

ACADEMIC PROJECTS

- A study about improving market share of milma ghee – special reference with dealer satisfaction and customer satisfaction, In Kannur Milma Diary (MBA)
- Work place diversity and cross cultural communication (MBA)

PERSONAL DETAILS

Nationality: Indian
Passport No: B9352462
Date of Expiry: 07/01/2034

DOB: 27-07-1999
Languages: English, Malayalam, Hindi, Tamil

Address:
Al Qusais
Dubai

REFERENCE

Anandu Ratnakaran
Manager – HDFC BANK
anandu.rathnakaran@hdfcbank.com
+91 9496378353

SEETHAL PHILOPOSE

Deputy Manager (Processing Officer – NRI)
Banking Operations, Administration
KYC and AML Analysis
Due Diligence

Deputy Manager (Processing Officer NRI)

HDFC Bank
Chennai, Tamil Nadu, India
June 2024- May 2025

- Recognized for exceptional performance, promoted to Deputy Manager band. Engaged with the NRI VRM Team and working with senior management to align department goals for better business outcomes.
- Managed 8 member team and Oversee processing operations, ensuring timely and accurate completion of transactions.
- Ensure compliance with KYC/AML regulations performing due diligence and customer on boarding activities.
- NRI Accounts processing, Conversion s and quality assurance, Conducting quality checks to maintain accuracy and resolve discrepancies. Due diligence, Including EDD and LDD.
- Maintained CRM and FTS.
- Develop and maintain accurate MIS reports to inform business decisions.

Relationship Manager

HDFC Bank
Kochi, Kerala, India
June 2023— June 2024

- Managed an investment portfolio of 500+ clients, with a 83% increase in client retention.
- Managed CRM & FTS (Form Tracking System) database with routine updates, enhancing client relationship management and sales tracking. Also engaged in the Client Re- KYC
- Managed inward and outward remittances.

Summer Intern
Milma

July – August (2022) – Summer Project & Internship

- Market research

The study finds that Milma ghee has the highest market share in the region, attributed to its quality, strong brand reputation, wide distribution network, and competitive pricing, which distinguishes it from other brands.