

Sreejith Thannikurussi Chandran



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Experience

- AL ANSARI EXCHANGE LLC** September 2013 - March 2023
Operations Executive
 - corporate onboarding and verification, checking the corporate documents and conducting a risk assessment.
 - Support to ensure appropriate policies, procedures, systems are developed, established and implemented across company and clients to monitor the daily operations for compliance with AML/CFT law and the company policies, procedures, systems and controls and any other application law.
 - Drive service initiative by assisting customers and relationship managers towards seamless fulfillment.
 - Act as a customer service representative by interacting with companies and customers to provide them with information to address inquiries regarding the company products and services.
 - Co-ordinating with AML department for customer onboarding and verifying KYC documents in first line.
 - Resolve customer issues within the scope of existing service level agreements.
 - Complete/follow up documentation for clients transaction needs for due diligence purpose.
 - Monitoring Due Diligence conducted and reporting of Anti Money Laundering risks to the relevant stakeholders as well as ensuring that appropriate remedial action is taken.
 - Resolved customer queries received through various channels (email, phone, walk-in customers, etc)
 - Earned excellent marks on performance reviews with citations for excellence in areas including work volume, accuracy and quality, ability to learn and master new concepts, positive work ethic and commitment to providing exceptional service.
- HDFC Bank LTD** August 2010 - March 2013
Field Agriculture Officer
 - Promoted the banks in rural regions to expand the bank's agricultural portfolio and to maintain and implement the priority sector guidelines set by the RBI.
 - Receive agricultural loan application and submit feasibility and recommendation to Branch Manager.
 - Responsible for disbursement of loans to the farmers as well as the Self Help Groups (SHG) involved in the primary sector of the economy.
 - Assisted in loan documentation, completed pre-saction appraisal, post disbursement supervision of loans, worked as a link between borrower and bank & if found default in remitting loan installment or interest take-up with the farmer.
 - Support the management ensuring activities run smoothly and efficiently
 - Managing operations including devising promotional activities and monitoring transactions.
 - Maintaining and developing good relationship with customers, Responsible to developing business, maximising revenue generation & achieving sales target, Selling products by establishing contact and developing relationships with prospects.

Education

- Bharathiar University** 2012
Master of Business Administration

Skills

Proficiency in MS Office (MS PowerPoint, MS Excel, and MS Outlook, CRM and Suite)

Payroll Services

Excellent time management

Ability to multi-task and prioritize work

Attention to detail and complex problem-solving

Excellent written and verbal communication skills

Good leadership skills

Inbound and Outbound calls

Excellent team player

Achievements & Awards

- 100% Attendance and Punctuality
- Completed advanced Anti- Money laundering (Online)

Languages

- English
- Hindi
- Malayalam
- Tamil

Personal Details

- Date of Birth : 28/04/1988
- Marital Status : Single
- Nationality : Indian
- Passport : V2314481
- Place : Kerala, India
- Availability : Immediately available
- ABOUT ME : A professional having Masters in Business Administration with 12 years of experience & excellent knowledge of banking and finance sector .Well knowledge in UAE central bank guidelines.

Learnings

- Orientation and Foundation training -
- Anti- money laundering & prevention of fraud and counter feit money -
- Telephone and Business etiquette -
- Data Privacy -
- Core knowledge of UAE Central Bank rules & regulations -



SREEJITH THANNIKURUSSI CHANDRAN