

Gautam Devadas

CAMI, CBKP, CLSSGB

A level headed, calm and unflappable individual who is able to carry out any role professionally and effectively. In total I have 7 years of work experience in various fields (Customer service, Banking , Entertainment & Procurement) spread across 3 countries : India, UAE, & New Zealand.



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WORK EXPERIENCE

Risk Analyst/ Compliance Officer RAKBANK

07/2019 - 08/2020,

Dubai, UAE

Tasks

- Identifying risk factors at multiple store locations & Monitor internal and external data points that may affect the risk level of a decision;
- Analyze data to better understand potential risks, concerns and outcomes of decisions;
- Seek to build an understanding of the profile of customers highlighted through the transaction monitoring alert process;
 - Provide input to the maintenance of the departmental procedures & Provide advice and support to the Bank's business units on the identification of areas of risk as a result of transaction monitoring trends;
- Create reports, summaries, presentations and process documents to display results;
- Conduct investigation on suspicious transactions. Prepare high-quality suspicious transaction reports to the authorities concerned. Perform AML risk review / assessments. Establish and review the Bank's AML / sanctions related policies and procedures;
- Develop systems and processes for gathering and storing data for future analytic projects;
- Conduct research into potential clients and understand the risks of accepting each one;
- Using FIRCO TRUST to : Ensure regulatory compliance by improving customer and entity screening controls. Reduce the risk of doing business with risky parties. Effectively screen high-volume, complex environments. Configure filtering settings to match the risk policy for each business line;
- Investigating high risk clients and reporting where necessary, including Politically Exposed Persons, and obtaining all necessary documentation to complete the client file;
- Performing the due diligence on new Clients, requesting the KYC information, documentation, review and verification of received documentation and making an analytical risk assessment for new Clients

SKILLS

CISCO

Microsoft Office

SAP

KYC

Blockchain

B2B Marketing

Firco Trust

OmniDocs Enterprise Content Management (ECM)

Strategic Thinking

Customer Relationship Management (CRM)

Market Research

Customer Loyalty/Retension

Procurement

Data Entry

Risk Assessment

Fraud Investigation

Brand Promotion

Debt Collection

Team Management

Business Communication

Compliance (Reverse Screening)

Finacle

Hospitality

Data Analysis

Lean Six Sigma Green Belt

Sales

Stock Control

CERTIFICATES

Certificated Lean Six Sigma Green Belt from International Management Consultancy (IMC), UAE (2020)

Certificate of completion for foundation level of AML Advanced Program at RAKBANK, UAE (2019)

Certified Blockchain & KYC Professional from Blockchain Council, USA (2020) (2020)

Certificate of Appreciation from former City Mayor of Auckland, New Zealand, Len Brown (2011)

Certified Anti-Money Laundering Investigator (CAMI) received from PonSun AML Academy, India (2020)

Certificate of Completion for Procurement Domain Academy at Accenture, Bangalore ,India (2017)

Certificate of Completion for Statistical Analysis with Python at Edusphere, Dubai,UAE (2019)

Certificate of Completion for Strategic Thinking, LinkedIn, USA (2020)

Certificate for participating in Online Global Resilience Summit from Forum for Quality Assurance [FQA], United Kingdom (2020)

WORK EXPERIENCE

Procurement Service Associate Accenture

11/2016 - 09/2018,

Bangalore, India

Achievements/Tasks

- Responsible for working on behalf of British Petroleum under the project named BP Redfish;
- Contacted suppliers to schedule deliveries or to discuss shortages or missed deliveries;
- Take purchase requests from various departments within a company & get price quotes from suppliers;
- Dealt with suppliers from US, Egypt, Trinidad & Tobago, Azerbaijan & Indonesia;
- Investigate and provide resolution on post-order problems and of progress reports on procurement matters;
- Prepare monthly reports on procurement matters;
- Liaise with the logistics unit or projects on receipt of goods, equipment and services in view of obtaining proper delivery report, RIR, or relevant certificates and that proper inventory is taken;
- Ensure availability of all supporting documents for audit and review purposes;
- Conduct market research to determine sources of supplies ;
- Set-up/enhance and maintain a database of local suppliers ensuring regular update of data

Customer Service Rep/Tech Support SKY TV New Zealand

06/2013 - 10/2016,

Auckland, New Zealand

Tasks

- Received customer calls inbound/outbound;
- Booked Pay Per View events and solved technical issues and performed data entry operations;
- Promoting and marketing new products and services;
- Providing customers TV/broadband/movie: support and subscriptions;
- Inform clients of overdue accounts and amount currently owed

Customer Service Specialist/ Debt Collector Kelly Services

06/2012 - 09/2013,

Auckland, New Zealand

Tasks

- Performed various roles: outbound sales/ inbound customer service/debt collector/tech support;
- Recorded survey details, entering information into computer on a daily basis, maintained call history and developed a list of potential participants in further survey;
- Interview/cold calling respondents throughout New Zealand;
- Mail sorting and distribution & general administrative duties;
- Worked on projects on behalf of ANZ (Australia & New Zealand Banking Group), Vodafone NZ ,Telecom/ Spark NZ & Brand Developers Ltd NZ

VOLUNTEER EXPERIENCE

Volunteer RED CROSS NZ

2019,

Auckland, New Zealand

EDUCATION

Graduate Diploma in Business Management New Zealand Institute of Studies

2012,

PERSONAL PROJECTS

Currently pursuing a certificate course in:

Microsoft Excel: Beginner to Advanced (Udemy)
(10/2020)

LANGUAGES

English



Hindi



Malayalam



Kannada



INTERESTS

GYM

Listening to music

Watching Movies

Cooking