MOHANKUMAR THIRAVIYAM

ASSOCIATE MANAGER

NEW NO 59/1 , OLD NO 33, GROUND FLOOR, RAJI STREET, AYANAVARAM, Chennai, 600023, India

+919894111080

mohanthiraviyam@gmail.com

ABOUT ME

CDD / KYC / QUALITY ASSURANCE / DOCUMENT VERIFICATION / ACCOUNT OPENING / AML / RETAIL BANKING / FINANCIAL INSTITUTE CLIENTS / PREODIC REVIEW /MAINTENCENCE DEPARTMENT / 6 EYE CHECKS / PEOPLE MANAGMENT

LANGUAGES

HINDI

TAMIL

ENGLISH

PERSONAL DETAILS

Date of birth
27/02/1983

Nationality
INDIAN

Marital status
MARRIED

WORK EXPERIENCE

STANDARD CHARTERED GLOBAL BUSINESS SERVICE LIMITED
CHENNAI
Apr 2014 - Present

ASSOCIATE MANAGER

CDD / KYC / QUALITY ASSURANCE / DOCUMENT VERIFICATION / ACCOUNT OPENING / AML / RETAIL BANKING / FINANCIAL INSTITUTE CLIENTS / PREODIC REVIEW / MAINTENCE DEPARTMENT / 6 EYE CHECKS / PEOPLE MANAGMENT.

List of process knowledge's:
• Individual On boarding / FI Clients On boarding / Periodic Review,
• Lending processes in Retail Banking
• FIFI (Find it, fix it).
• Financial Crime Control (FCC Compliance).
• Handling 6 eyes checks for Bank Branch Addendum remediation Project (CDD).

Description of the process:

1. On boarding for the Africa Clients once after, verifying all necessary documents as per the CDD process flow and performing the CDD for the clients.
2. QC check for Commercial Banking (CB), Business Banking (BB) and Corporate and Institutional Banking (CIB)
3. QC check for global SC bank branches, handing full CDD review. Handling 6 eyes checks for all bank branches reviews
Tasks involved in the Individual On boarding process:
• Documentation and de-dupe for all Individual clients.
• Checking the Sanction countries and FATCA before on-boarding the clients.
• Created the DOI for all Africa markets. (Process note development)
• Handling monthly wise referral calls from clients and resolving the escalations at the earliest and preparing the MOM for the same.
• Successfully migrated the individual on boarding process following markets (Nigeria, Gambia, Sierra Leone, Ivory Coast and Cameroon)
• Handling FIFI (Find It Fix It) and handing all mail queries and communication with client in mailing and sometimes with call.
• Travelled to Bangalore and involved on east Africa markets new migration processes, (Botswana, Kenya, Tanzania, Uganda and Zambia) form Jan 2017 to May 2017

Additional Responsibilities:
• Handling country calls with the country stakeholders on daily basis a sharing the updates to team. • Maintaining accurate MIS and sending the reports to managements and country heads.
• Responsible to be a backup for my team lead for the process related activities.

• Preparing SRM pack for Africa markets every month.
• Providing training for the new joiners and resolving their quires whenever they raise.

Achievements:
• Successfully migrated the Botswana, Kenya, Tanzania, Uganda and Zambia on boarding process and additionally Africa markets,
• Prepared DOI for the lending and on boarding products,
• Received several appreciations from the clients for migration activities and maintain the nil errors in the process.

- Received several awards from management for migrating African markets (11 countries) and received spot award continuously twice. Received 2 GEM Awards from 2020 3rd Q and 2021 2nd Q, successfully completed bank branch tranche 1 project

SERCO GLOBAL SERVICES
CHENNAI
Nov 2011 - Apr 2014

SENIOR ANALYST

CDD / KYC / ACCOUNT OPENING FOR RETAIL CLIENTS

Description of the process:

- All supporting documents (Identity proof, address proof) has to be verified with the account opening form,
- If we have any discrepancies have to send mail stake holders to rectify the discrepancies, • Once makers done his part after we have to check the supporting documents and system to ensure all the details which entered are as per the supporting documents
- Supporting document and system updates which are needs to be verified and maintained correctly is below.

1. Cheque book issuance.
2. Address update.
3. Statement frequency.
4. Email change request.
5. Mobile updating.
6. ECNA request (Existing Customer New Account opening).
7. Upgrade or Downgrade request.

Additional Responsibilities:
Once document in received in the queue allocate request to all maker FTE's of batch vice and
all communication with client in mailing and through call, batches are coming through mail and I will allocate all makers equally and scanned by UAE.

Achievements:
- Successfully migrated UAE individual on boarding process.
- Prepared process notes

HCL TECHNOLOGIES
CHENNAI
Sep 2010 - Jan 2011

SENIOR ANALYST

CDD / KYC / ACCOUNT OPENING FOR RETAIL CLIENTS

Description of the process:

- Real time name screening for all clients.
- Verifying the customer identity proof and address proofs with the AOF.
- After verifying the documents have to input the data's in the system.
- If alert hits below 40 % then automatically letter will generated and send to client for additional documents.
- If alert hits above 40 % then maker have to update to all client information details in application and generating the account number.
- Complete the end to end checking and account will get after authorization by checker.

Additional Responsibilities:
- Handling country calls with the stakeholders on weekly basis regarding referrals and error report and share the updates to team.
- Daily making team huddle and update the new process or new update from country.
- Maintaining accurate MIS and sending the reports to managements and country heads

HOV SERVICES
CHENNAI
May 2009 - May 2010

ANALYST

CDD / KYC / VERIFY THE CLIENTS ID PROOF AND ADDRES PROOF

Description of the process:

• Relationship and KYC details are needs to validated and uploaded in the application. QC check has to be done after Maker done his part.
• Ensure all process done completely and queue should be zero the agreed TAT.
• Required to send the MIS report to country daily basis.

EDUCATION

KENDRIYA VIDYALAYA
ALLAHABAD
2000

10TH STANDARD

A.V HEIGHER SECONDRY SCHOOL
MADURAI
2002

12TH STANDARD, COMPUTER SCIENCE,

SOURASHTRA COLLEGE
MADURAI
2005

B.SC COMPUTER SCIENCE

SOURASHTRA COLLEGE
MADURAI
2008

Master of Computer Applications

SKILLS

RETAIL BANKING

PEOPLE MANAGEMENT

PROFESSIONAL SCRUM MASTER

HOBBIES

TRAVELLING, LISTENING SONGS