

SATHIYASEELAN R

Address: Chennai, India # Mobile: +91-9884242845 # Email: sathiyasrt@gmail.com

With 15+ years of leadership driven experience in a multicultural environment across trade finance, Project management, Risk & Compliance management, am seeking challenging role to enrich myself for professional enhancement.

- ✦ A highly accomplished, customer focused trade finance and banking product management professional with experience in implementing business-centred strategies across trade finance operations.
- ✦ Responsible for identifying and researching the patterns, trends and anomalies in complex transactional and customer data to detect, prevent, mitigate and report suspicious activity related to money laundering, terrorist financing and potentially fraudulent activity.
- ✦ Certified Documentary Credit Specialist (CDCS), acquired experience, prominently in operations and project management, conventional trade finance, reconciliations, risk management, UAT Testing, corporate loans and inter-bank trade loans.
- ✦ Building long lasting relationships with the corporate customer, driving business growth through leading & mentoring diversified teams, ensuring to meet SLAs and improving TAT to achieve higher customer satisfaction.
- ✦ Spearheaded and maintained a huge portfolio of Jordan Trade Team & Centralized Advising team for Egypt, UAE and South African regions (8 Countries).
- ✦ Proven success in managing all aspects of Product and driving a smooth delivery of Trade services by coordinating Treasury, Compliance, Credit and Customers.
- ✦ Exhibits business process knowledge with operational perspective; holds the capabilities in determining risk management procedures and identifying key control points to achieve improvements.



**Manager, Corporate Client Service – Global Trade Services
WNS Chennai | Jan 2025 – Till Date.**

- ✦ Managed and prioritized multiple client queries, ensuring quick and effective resolutions to maintain smooth daily operations and high customer satisfaction.
- ✦ Acted as the primary point of contact between clients and internal teams to address and resolve inquiries, issues, and requests in a timely manner. Proactively identified potential operational bottlenecks and worked with teams to develop strategies for improvement and efficiency.

**GTRF Customer Surveillance Analyst: Regions Supported: 36 Countries
HSBC, Bangalore | Jan 2023 – Nov 2024.**

- ✦ Performing risk-based investigations and analysis of post-transaction alerts and cases of trade finance transactions for various HSBC offices located in 36 countries.
- ✦ Led in-depth reviews of customer A/C, transactions, & related documents to identify and investigate suspicious happenings.
- ✦ Conducted comprehensive investigations on flagged transactions for potential money laundering and fraud detection activities.
- ✦ Providing analysis with supporting documentation either to justify the customer behaviour or escalate for customer exit.

**Assistant Manager; Regions Supported: EMEA & SSA
TATA CONSULTANCY SERVICES, CHENNAI | Jul 2011 – Dec 2022**

- ✦ Led Trade Finance product team to drive overall operations risk and control activities, ensuring a smooth delivery of trade services by maintaining a close coordination with cross-functional internal units.

- ✦ Maintained the portfolio of end-to-end trade products (LC Issuance, Advising, Confirmations, Bills, Payments, Collections, Discounts, Reimbursements, Loans, Invoice Financing & settlements) effectively.
- ✦ Contributed in reporting, coordinating with branch and ensure smooth and uninterrupted Business as Usual (BAU) is being carried out with 100% adherence to SLA.
- ✦ Followed the process/procedure of compliance rules and regulations of the bank, US Compliance regulations, AML, OFAC and Anti-boycott Law.
- ✦ Managing day-to-day trade transactions as well as organised monthly conference calls with the client for a joint progress review.
- ✦ Prepared process SOPs, addressing queries of clients, identifying the gaps (if any) and simplified the process flow.
- ✦ Created an action plan for newcomers for learning process flow quickly as well as facilitated support in carrying out IQMS (Integrated Quality Management System) Audits.
- ✦ Performing RCSA (Risk Control Self-Assessment) Audit for other Countries/regions for every Quarter.
- ✦ Maintained and updated daily reports, pend reports, EOD reports, weekly tat reports, MIS reports, billing files, reject analysis report and report for Client based Volumes.
- ✦ Led the migration of trade products from the branch within agreed timelines and Forefront in the various trade testing for process enhancements.
- ✦ Addressed process gaps and drove process reengineering to increase the operational performance, efficiency, and service quality and control environment of the unit.
- ✦ Worked closely with the Head of Department to review daily exception reports and discuss significant matters on the Business Operations for achieving excellence and exceeded the quality targets by conducting regular service reviews and interactions with clients.
- ✦ Developed team effectiveness by identifying training needs and mentoring on performance and productivity improvement measures, thereby promoted a spirit of cooperation between team members.

**Senior Process Executive; Regions Supported: United Kingdom
ROYAL BANK OF SCOTLAND, CHENNAI | Oct 2008 – Jun 2011**

- ✦ Improved productivity by handling imports and export documentary credit bills booking, payments, claims, discounts, acceptance, refusal, assignment of proceeds.
- ✦ Ensured quality customer service by maintaining effective coordination with the relationship managers of the bank, other Correspondent banks and customers to resolve their queries.
- ✦ Made vital contribution in driving execution of operations while working closely with the Department Managers and efficiently trained and driven subordinates to consistently perform high standards in the team.

ACHIEVEMENTS

- ✦ Awarded with numerous awards for outstanding contribution in the organization, including:
 - Wall of Fame in the year 2009, Spot ovation in the year 2009 & 2010 & Bronze ovation in the year 2010.
 - 12 Work-out awards. (In the simplification of work and eliminating the waste during processing and thereby helping my team in reducing processing time.)
 - Awarded for the Best Team in the year 2013, 2015 & 2018.
 - Twice selected for Hi-Pot (Hi Potential Candidate) in TCS.
- ✦ Managed and successfully delivered multiple migrations on time, resulting in recognition from senior management and key stakeholders.
- ✦ Scored above 96% in Customer Satisfaction Survey continuously for more than 6 years in Middle east region.

ACADEMIC QUALIFICATIONS & CERTIFICATIONS

- ✦ **Bachelor of Engineering**, SRM EEC College, ANNA University, Chennai (2004-2008).
- ✦ **Certified Documentary Credit Specialist (CDCS)**, IFS London, 2013.

PERSONAL DETAILS

- ✦ Date of Birth: 17 Oct 1986
- ✦ Nationality: Indian.
- ✦ Languages Known: English, Tamil.