

# SHAHNAWAZ NOOR MOHAMED PARKAR



Banking/Finance industry – Corporate & Retail

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Possess excellent communication, interpersonal, presentation, problem solving, decision making, management and coordination skills. Showcased excellence in accessing, mitigating & controlling strategy, operational, financial, regulatory, and servicing risk for the Consumer across multiple geographies by liaising with the stakeholders; expertise in supporting banking operations & compliance activities and interpreting bank policies & procedures.

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## HIGHLIGHTS

- ❑ Quality-oriented over 18 years of experience in the Banking & Finance Industry.
- ❑ Reviews processes, procedures and systems to ensure that opportunities for improvements are identified and implemented.
- ❑ Manages the various sectional processes, ensuring compliance with defines procedures and guidelines, identify problems and taking corrective action.
- ❑ Align the business needs/requirements with Service Delivery capability through co-ordination with Business Development, Technology and Management.
- ❑ Exhibited excellence across business functions with expertise in driving improvement methodologies, developing methods & upgrading processes to improve overall productivity, efficiency, quality & customer experience.

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## ACHIEVEMENTS

- ❑ Managed UAT for successful Operations of accounts and intermediate GLs prior deployment of five Kiosk Payment solution at different locations.
- ❑ Payroll cards migration from MasterCard to Mercury, and UAT for enhancement to WPS system.
- ❑ Played a pivotal role in migration, implementation of Flexcube (core-banking system), installed controls in the Financing Asset accounts, Guarantee liability accounts and resolved other post migration issues.
- ❑ Prepare reports on weekly basis on the financing and investment portfolio providing insight study on the key risk factors and mitigation strategies.
- ❑ Enhancement of IFRS9 model based on regulatory guidelines in risk management and coded into SAS IFRS 9 systems.
- ❑ Timely enchantment of the model based on the data available and market impacts on the macroeconomics model.

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## CAREER PROGRESSION

### Operations Manager & Credit Risk Support

**Sept'18 - till date**

Mawarid Finance, Dubai, United Arab Emirates

- Standard Operating Procedures (SOP), Product Concept and Workflow – Creation and Implementation.
- Prepare, analyze, and interpret Data to inform strategy by accessing Financing and investment portfolio and produce portfolio insight to support business strategy through Credit Life cycle.
- Monthly reports on Operational income & undrawn commitments to HOD and Management.
- Involved in development and validate IFRS9 provisioning models, Loss forecasting and stress testing according to global methodology. Prepare, validate and present IFRS9, Basel 2, AIRB model of PD, LGD, and EAD to the Directors
- Reconciliation of intermediate GLs, Business current accounts OD balances, Dormant accounts, Finance facility overdue accounts, WPS processed, Cheque disbursed, EMV enabled Payroll and Credit cards, CRM Request, e-Dirham balance, Margin balance of Labor Guarantees and Financial Guarantees, monitor KIOSK clearance upon reaching the earmark.

## **SHAHNAWAZ NOOR MOHAMMED**

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- Authorization of daily transactions – Fee waivers, deferment fees, finance overdue payments, card payments, WPS, Labor guarantees, Performance bond, Bid bond, Advance Payment & Financial Guarantees.
- Supervised the POS deployment in MF office by Bank FAB for e-Dirham business.
- Managed the Process control of payment systems such Direct Debit system (UAE DDS), Image Cheque Clearing System (UAE ICCS), Fund transfer system (UAE FTS) and Payments received in Kiosk.
- Managed various funded and non-funded facility products, Wages Protection System (UAE WPS), Salary Card processing and account opening operations.
- Supervised teams to ensure that documents are meeting organizational standards.
- Interact with internal teams as appropriate to maintain due diligence on existing and new client's portfolio and adhere to policies and procedures laid by Compliance as per Central Bank guidelines.
- Ensure necessary remarks are updated to system, upon receiving high-risk notification from CB notice and/or Compliance Team.
- Respond to CB notice for Defaulters.
- Report to HOD on daily Operational cash flow position.
- Managing day-to-day Card Operations on-shore, custody & reconciliation of unused plastics, updating Operations Risk Database, return undelivered cards, captured cards.
- Verify WPS report before EOD for NAK File or Rejections.
- Manage monthly payout of invoices to vendors.
- Review monthly settled and overdue accounts for AECB reporting.
- Monthly review of closed and settled accounts for Archiving.
- Authorize Legal fees cheque issuance against invoice raised by Legal Team for defaulter clients.
- Authorize release of Bank Statements, SIF file statements, and VAT invoice released to clients.
- Authorize release of miscellaneous letters. (Audit confirmation, Liability, Clearance, Settlement, Account closure, Court Letters, Lost Cheque, Lost Guarantees.

### **Compliance Assistant & Operations Officer**

**July'11 – Aug'18**

Mawarid Finance, Dubai, United Arab Emirates

- Monitored account transactions to detect suspicious activity, possible money laundering, terrorist financing and unusual patterns of questionable account activity.
- Conducted risk-based searches and investigation using public domain Search, World Check search, internal bank KYC systems while maintaining a high level of expertise with respect to Anti-Money Laundering rules & regulations.
- Performed timely verification of these alerts to check the authenticity of transactions with proof of documents by raising RFI to Business / Relationship Managers.
- Analyzing client profiles and related metrics to streamline On-boarding activities after thorough AML/KYC reviews.
- Researched and Reported compromised accounts to determine risk and evaluate responses based on sorted data on excel through BO reports and various other internal database.
- Reviewed internally through SAS Anti Money Laundering system at times viewed by Internal / External auditors and Regulatory Authorities.
- Maintained knowledge of compliance issues, new updates and laws by participating in webinars, Reading Ebooks and related articles.
- Resolving customer complaints received via CBUAE's Complaint management system/branches.
- Approving new clients through due diligence procedures including the review of KYC documentation, public record research and AML procedures; conducting due diligence inquiries on individuals and firms suspected of money laundering crimes and terrorist financing crimes.
- Managing escalation from clients to resolve their concerns and address queries (customer advocacy) from other departments for ensuring a high-quality customer experience while adhering to the SLAs and work processes.
- Review customer approved funded & non-funded files received from Credit Risk in line with Sharia and credit policy.
- Issue Offer Letters for approved Funded and Non-Funded facilities.

## **SHAHNAWAZ NOOR MOHAMMED**

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- Maintain tracker for upcoming PDC and DDA against finance facility and guarantee facility.
- Maintain MIS for funded and non-funded accounts, deviation, waivers, and deferments.
- Ensure all finance related documents are consistent and as per Central Bank guidelines prior to disbursement.
- Monthly review of OD in current accounts, to obtain admin fees as per approved Tariff Schedule.
- Process finance disbursement and issuance of cheque, guarantee contract booking and issuance of guarantees.
- Process issuance of cheque raised by Legal team against defaulters.
- Process cheque issuance for vendors, referral commission and LG refund.
- Opening WPS ojour accounts and linked to WPS system by creating maker and checker access.
- Monitor transactions performed at Kiosk counter of RAK Tasheel and AUH Tasheel against e-Dirham business and LG issuance, are posted and reconciled before EOD.
- Issuance of Clearance Letter, Liability Letter, Settlement Letter, NOC Letter, Statement of Account, Audit Confirmation and Balance Confirmation.
- Notification letters to clients for high value due amounts and defaulters.
- Reconciliation of Legal Execution account, ICCS and DDA.
- Verify clients bank deposit receipt with bank statement and post to respective ojour accounts prior SIF file disbursal.
- Custodianship of security cheques related to Finance facilities, Credit Cards and LG Leverage.
- Involved in UAT of Flexcube system verifying operational transactions and reporting upon migration from ICBA.
- Involved in UAT of new WPS system "NEST" verifying migration data of payroll cards and client database.
- Process credit card payments received incase KIOSK fail to auto post.
- Handle request for BT, EPP and loyalty point redemption, Dispute transaction, Chargeback.
- Credit card restructure to commodity Murabaha against National Bond sukuk.
- Monitor the settled finance accounts vide report from Fincluez BI system.
- Spool OLEM report to change the status to Normal status, upon reviewing the EMI payment history for 12 month is regular.
- Preparing, reviewing and analyzing the credit worthiness of all commercial loan originators and renewals by spreading company and personal financial statements into bank software
- Preparing written credit memorandums for presentation and approvals.
- Evaluating financial statements historical trends, projections, management performance, industry, cash flow, capital structure and collateral analysis.
- Performing various departmental functions, including covenant monitoring risk rating, and audit preparations.
- Setting collection parameters & reporting monthly policy performance – industrial and individual basis for management.
- Initiating credit policy for the department & initiating necessary documents regulations

### **Banking Operation Specialist**

**Oct'08 - Jun'11**

Emirates Islamic Bank, Dubai, United Arab Emirates

- Investment Term Deposit (Fixed Deposit)- Placing, Withdrawal, Modification, Cancellation.
- Profit Calculation related to Investment Term Deposit.
- Standing Instruction internal and external transfers on monthly, quarterly, yearly basis. (Placing, Modification, Cancellation)
- Standing instruction related to Salary transfer, Charitable Institution etc.
- Balance Order Placement and Cancellation.
- Inputting and Removal of Hold of funds on Account.
- Financial transaction for various charges.
- Cheque book destruction, and Deactivation of ATM card. Requesting for Cheque Book and ATM cards.
- Issuance of Bank letters on customer request. (Account Confirmation, Audit Confirmation, Balance Certificate, Authorized Signatory)

## **SHAHNAWAZ NOOR MOHAMMED**

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- Stop Payment for cheque lost.
- Preparation of Monthly Compliance Certificate for Quality Assurance (Audit).
- Daily reviewed reports- Transit Accounts, Cheque Return, Suspense Accounts, Standing Order, Deal Maturities (Fixed Deposit), Account Open & Close, etc.
- Handling Central Bank Enquiry.
- Accounts Opening, Closing and Maintenance.
- Preparation of Reconciliation on daily basis.
- Handling CET (Customer Experience Team) resolving customer issues related to Operations & Retail.
- Handling Drop Box, CDM clearance and Safe Deposit Lockers.

### **Collection Executive**

**Feb'04 – Sep'08**

ABN AMRO Bank (Dutch Bank), Dubai, United Arab Emirates

- Manage individual accounts at 30, 90 and 180 day level using database systems.
- Conduct follow up calls with customers to collect past due payments.
- Research regarding unsettled account balance that is completely or partially unpaid.
- Investigate customer's accounts and documents methodically.
- Analyze accounts past due by 180 days and determine collection feasibility, sending worst case scenario to accounting for bad debt status.
- Negotiate partial payment if deemed necessary due to product issues.
- Resolve inconsistencies and prepare adjustments.
- Coordinate collection agency communication.
- Answer customer inquiries about account status.
- Preparing and forwarding bucket wise customer database to respective Team Managers.
- Preparing and forwarding over limit customer database to Fraud Management Unit.
- Maintained well-standing of customer accounts.
- Initiate all collection activities (telephonic calls, letters and emails).
- Analyzed accounts receivable information to settle on priority.
- Produced standard aging reports.
- Analyzed receivables information from aging report.

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### **ACADEMIC QUALIFICATIONS**

- Certified in Gulf Olympiad Mathematics Examination in 1995 awarded by Council of CBSE affiliated school in the Middle East.
- Achieved 1st class in Bachelor of Commerce from University of Mumbai in 2002.
- Certified in Personality Development Programmed in 2002 awarded by Indo American Society.
- Certified in Quality Management Programmed in 1999 awarded by NIIT.

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### **SYSTEM SKILLS**

- Excel – Vlookup, Slicer, Pivot table, and various functions used in daily activities.
- AS400, QUAESTOR, VisionPlus, Finacle, ICBA, QNCMS, Siebel CRM, GYRE WPS, e-DIRHAM, FlexCube, BI Fincluez.
- Computer Hardware Technician. (Assembling, Installation, Maintenance & Troubleshooting)
- Photoshop, Acrobat Writer.
- Basic Networking & Internet.

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### **TRAINING COURSE / SEMINARS ATTENDED:**

- Islamic Banking Induction. Sharia for Islamic Bankers
- Islamic Credit Products. Credit Risk Management
- Skill Assessments on Banking Operations. Anti-Money Laundering Laws & Regulation
- Operational Risk Management. Introduction to Treasury Operations
- Trade Finance & Bank Guarantees.