

OBJECTIVE Banking professional with 11 years of rich experience and extensive knowledge in handling diversified personal banking operations. Strategic planner with skills in identifying client/business-process needs, conceptualizing business solutions, presenting BPR plans, for achieving organizational goals.

SKILLS & ABILITIES

- Operations - Investments, Banca, Cards & Account Services
- Retail Credit/Collection
- Auditing & Compliance
- Accounting & Reconciliation

PROFESSIONAL EXPERIENCES

SUPERVISOR, DUBAI FIRST PJSC,

Reporting to Head of Operations

Leading the Bancassurance operations team

- Preparation of the Standard Operational Process (SOP) and Service Level Agreement (SLA) for internal and external stakeholders.
- Advising business partners on amendments to their internal policies for increasing their process efficiency.
- Core member of the Dubai Quality Award (DQA) 2016.

TEAM LEADER, FGB (WEALTH OPERATIONS)

Aug 2010 - Sept 2014

Reporting to Head of Wealth Operations

Leading the team of 8 people

- Implemented the wealth management system (Alpha) by providing the BRD and the test requirements involved in the UAT for FGB in UAE and Singapore.
 - Awarded as FGB Employee of the year 2011 - 2012 for Process Re-engineering of FGB wealth operations.
 - Successfully handled the internal and external audit at FGB wealth operations and was awarded by FGB's Head of Consumer Operations.
 - Received various spot awards for exemplary work in FGB wealth operations
 - Continuously graded 1 for 3 years in a row, during the annual appraisals.
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SENIOR COLLECTION OFFICER, FGB

Nov 2009 - July 2010

- Training the collection staff with Vision Plus, (Core banking) T24 Conventional and Islamic and Collect System (CAS).
- Managing the Credit Card and PIL portfolios to ensure monthly achievements.
- Top achiever of Bucket 0, 1 & 2 (broke the record in PIL and Cards collection).

TEAM LEADER - CARD OPERATIONS, FGB

Apr 2006 - Oct 2009

- Managing a team of 20 Card Processors in 7 different locations.
- Independently handling the entire credit cards application processing for Dubai
- Continuously graded A for 3 years in a row, during the annual appraisals.

ACADEMICS & TRAININGS

- Certified Six Sigma Black Belt (SSBB) professional from Blue Ocean Academy (ISO9001:2008 Certified), accredited to the International Quality Federation (IQF), USA
- Completed the Retail Banking, General Banking, Retail Credit and Policy, Collection, Anti Money Laundering and Compliance, Fraud Risk Management courses at FGB Business School.
- Completed Advance Excel dashboard training at Dubai First-Learning & Development. Completed Business Intelligence – creating interactive dashboards using Excel.
- Higher International Diploma in Computer Science (NCC-London) - Dubai (Three years of Degree Program).

PERSONAL DETAILS

Date of Birth: 19th June, 1981

Nationality: Sri Lankan

Contact details: janmahendrarajah@hotmail.com / +971-58-5252378

Other details: Holding a valid UAE driving license
