

MAHESH LAKHANI

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Experienced, dynamic phenomenally successful, Risk Management Professional with over 18 years' experience in AML/CDD Operations, Operational Risk, Wealth Management. Demonstrated excellent leadership skills in managing the end-to-end lifecycle of a bank customer, on an ongoing basis. Successfully implemented major improvements to operational and managerial systems resulting in increased productivity and reduced costs. Currently seeking a role that requires a step change improvement in the organizations' performance.

CORE COMPETENCIES

Operations Excellence | Team Management | Incident/Problem Management | Stakeholder Management | Communication Strategy & Relations | Project Management | Analytical Excellence

KEY ACHIEVEMENTS

- Developed data-driven process-improvement strategies in brainstorming sessions with Heads of various departments, including IT, Service Quality, Compliance, Legal and other units.
- Ensured compliance with policies and quality standards to maintain consistency in quality of services. Also, led all KYC related audits (internal and external) within Retail Banking in Standard Chartered Bank, and always achieved excellent audit ratings and outcome.
- Anchored the digital agenda of the bank and represented the bank in the e-KYC project launched by Central Bank of Bahrain. Also, ensured, all bank staff were trained on the same.
- Developed and initiated various automated checklists and excel sheets to increase productivity of the team and ensuring more time in hand to take on additional tasks.
- Enabled frontline staff to focus on sales, by constantly training on error-free application filling, various KYC norms. Also, developed AML KYC tests for Retail frontline staff across the bank, to ensure no breach of regulations.
- While a Relationship Manager, exceeded annual sales quotas consistently by an average of 15% for three years by initiating a system of follow up contacts with satisfied customers

CAREER HISTORY

Standard Chartered Bank, Bahrain

Sep 2015 – Feb 2020

Head of CDD Operations

- Develop and manage a sustainable and scalable CDD Operations capability
- Accountable for implementation and continued compliance with relevant laws and regulations (including changing AML regulations), policies, procedures, and risk control requirements through application of consistent group practices
- Directs and executes activity within country CDD operations and maintains oversight end to end over all AML CDD processes and practices
- Spear head all new projects relating to AML ion Retail Business. Accordingly work closely with project teams/stakeholders to drive projects/initiatives related to the AML CDD space to ensure successful and timely delivery
- AML CDD risk management through testing of AML related BKCSAs ensures compilation, review, and distribution of M.I, reports and escalates exceptions and tracks to closure
- Assist Retail Clients business management to ensure internal resources, systems, procedures, and controls are in place, documented and operating effectively to prevent and mitigate money laundering risk
- Ensure implementation of an effective governance framework to monitor and manage AML/CDD/Sanctions/FATCA risks; this may include establishment and management of Working Groups & Regional/Country Project Steering Groups

FATCA / CRS Expertise

- Update of relevant policies and procedures to reflect FATCA / CRS requirements, including US Persons Policy and CDD/AML Policy.
- Coordinate for Technology implementation at country level, and have the business to nominate, business and operations (data input) and finance to, conduct UAT.
- Coordinate with relevant units to update relevant ACCOUNT Opening Forms (depository products only) to request for additional customer information.

- Update of relevant RM training materials to reflect operational changes such as on-boarding process.

Standard Chartered Bank, Bahrain
Business Operational Risk Manager

Nov 2010 – Aug 2015

- AML country champion for Retail Banking
- Ensure that KCSA tests are performed effectively and within the deadline.
- Ensure effectiveness of control & monitoring of Operational Risk, Compliance Risk & Money Laundering prevention.
- Identification of Key Risks & development of operational Risk Matrix
- Undertake periodic business monitoring activities within the business unit & escalate findings and/or breaches to Business Head & Business Operational Risk Manager
- Identify gaps & arrange training on compliance & OR for staff
- Act as Unit Money Laundering Prevention Officer to ensure appropriate internal controls & procedures are in place & functioning as intended
- Capturing & analyzing Key Risk Indicators (KRI's)
- Responsible for timely escalation of all risks & loss issues
- Counsel on OR related issues across different departments and locations.

Citibank N.A, Bahrain
Relationship Manager – NRI Business

Jan 2002 – Aug 2009

- Manage and acquire NRI Clients based out of Bahrain, Saudi Arabia, Kuwait, and Qatar.
- Build AUM by bringing in new money by expanding existing portfolios and building new portfolios.
- Sale of Fixed income securities, Hedge funds, Equity funds, Premium deposits, structured notes, structured deposits, Deposits in 12 different currencies, Leveraged investments, Mutual funds, and Insurance.
- Train and guide new joiners to understand and learn selling techniques for Investment Products, and process orientation
- Leading a team of service and operations personnel to ensure seamless service delivery to clients

EDUCATION AND CERTIFICATIONS

Education:

Bachelor's Degree in Commerce (Hons); D.S. College (Dr. Bhimrao Ambedkar University), U.P; Mar 2002

Professional Qualifications:

AMFI Certification | Citi Investment Certification | Currently pursuing "Associate of Certified Anti-Money Laundering Specialists (ACAMS)" and "International Compliance Association (ICA)" Certification in Financial Crime Compliance

Professional Development:

Enhanced Due-Diligence / Mandatory Enhanced Due-Diligence Approver | ID&V, Name Screening and Internet Search - Retail Individuals | Periodic and Trigger Reviews – Retail Individuals | Politically Exposed Persons – Retail Individuals | Prohibitions and Sanctions | Tax Awareness for Client Due Diligence | Client Tax Compliance – Retail Banking | Source and Corroboration of Wealth – Retail Individual | Approval and Compliance Advice – Entities | ID&V, Name Screening and Internet Search – Entities | Unwrapping Entity Structure | Prohibitions, Sanctions and High risk Clients – Entities | Politically Exposed Persons – Entities | Risk Based Management of Regulations, Compliance and Anti Money Laundering | Cards Fraud Risk | Regional Investment Certification | Financial Planning Review | Advanced Microsoft Excel | Investment Basic and Selling Skills | Options and Premium Deposits Certification | FX Basic Certification | Basic Bonds Certification |

Languages: English (Fluent), Hindi (Fluent), Arabic (Basic)