

Keerthana Letchamannan

ASSISTANT MANAGER – Custom Compliance, Team Management, Internal & External Communication

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📍 [Brampton](#)

in [LinkedIn](#)

SKILLS

- **Customs Compliance Systems:** HS classification, ECCN determination, GTM tools, CW1 system, AES manage.
- **Regulatory Documentation:** Import/export documentation, tariff coding, document control, IOR/EOR process.
- **Audit & Risk Management:** Customs audits, internal controls, risk assessments and OFAC screening tools.
- **Trade Software Tools:** SAP GTS, Oracle GTM, ACE, automated import/export systems and Descartes software.

WORK EXPERIENCE

Assistant Manager – Customs Compliance

January 2022 – December 2024

DHL Global Forwarding

Colombo

- Executed 500+ import/export declarations for Cisco, Dell, HP via CW1; improved clearance by 30% through refined HS logic, validated origin data, and minimized rejections during cross-border, internal, and external audits.
- Audited cross-border compliance workflows, spotting 15+ monthly gaps; enhanced regulatory adherence by 40%, cut turnaround by 25% through broker collaboration & aligned operations with key team KPIs to drive reporting accuracy.
- Conducted employer training sessions & streamlined audit compliance score by 35% via unified classification protocol.

Team Lead – Operations & Planning (Commercials)

September 2020 – January 2022

Phoenix Ogilvy & Mather Pvt Ltd

Colombo

- Directed planning and resource allocation for 40+ Coca-Cola campaigns; enforced execution timelines and KPI matrices, boosting cross-functional throughput by 28% through structured scheduling and pre-launch validation protocols.
- Supervised 6 cross-disciplinary teams to meet deliverable specifications; reduced planning errors by 32% by enforcing documentation control systems, escalation matrices, and timeline checkpoints across full project life cycles.
- Generated reports on milestones, cost ratios; improved decisions by 20% using variance and data transparency.

Senior Associate – Operations (AML & KYC)

September 2018 – September 2019

WNS Global Services Pvt Ltd

Colombo

- Reviewed 200+ BVI client files weekly for AML risk; analyzed CDD documents, uncovered 50+ regulatory gaps monthly, and refined compliance reporting precision by 42% through structured documentation and escalation matrices.
- Evaluated 120+ high-risk client portfolios monthly; mapped UBO networks, flagged suspicious patterns, enabled timely SAR submissions, and reduced error rate in oversight documentation workflows by 37% across AML review cycles.
- Verified KYC via due diligence systems; raised compliance by 30% using audits and traceable documentation flow.

PROJECT EXPERIENCE

GoGreen - Bottom-Up Wildcard Initiative

December 2022 – December 2024

Colombo, Srilanka

- Implemented emission analytics dashboard, reducing carbon output by 18% through route and load optimization tools.
- Directed waste audit system, lowering non-recyclable material use across logistics by 26% through data reporting.

VOLUNTEER EXPERIENCE

Youth Program Mentor

January 2018- June 2018

American Center – U.S. Embassy

Colombo

- Conducted 10+ entrepreneurship labs for youth, improving startup ideation accuracy by 35% through business drills.

Library Coordinator

June 2020- December 2020

American Center – U.S. Embassy

Colombo

- Digitized 5,000+ library assets, improving catalog indexing precision by 40% and reducing asset misplacement rate.

Member – Youth Development Activities

August 2007-December 2024

American Center – U.S. Embassy

Colombo

- Supported 50+ cross-functional events and task forces, increasing volunteer coordination output by 33% since 2007.

EDUCATION

Professional Qualification – Chartered Institute of Marketing (CIM)

September 2019 – September 2022

Cambridge College of Business and Management, Colombo, Sri Lanka

Chartered Institute of Management Accounting – Operational Level

December 2018 – December 2019

Achievers Business School, Colombo, Sri Lanka

Diploma in Information Technology (Pearson Qualification)

January 2017 –January 2018

Esoft Metro Campus, Colombo, Sri Lanka

Diploma in English Language

September 2016 – April 2017

British Council, Colombo, Sri Lanka

CERTIFICATIONS

- Intermediate Spanish Course, Entrepreneurship Program
- Workshops in Personal Development and Marketing Management
- Accounting and Finance Training, Nurturing Mind and People Management with Psychology