**Janik Litalien**

6/F Flat 21 Chung Wo Building, 3 Chung Wui St. Tai Kok Tsui Kowloon | +852 6443 5227

[Janiklitalien@hotmail.com](mailto:Janiklitalien@hotmail.com?subject=CV) – Valid HKID Holder

***Academic Qualifications***

|  |  |
| --- | --- |
| 06/2003 **Canadian Securities Institute**  Canadian Securities Course  Toronto, Canada | 05/1994 **André-Laurendeau College** Degree in Visual Arts & Communications  Montreal, Canada |

***Work Experience***

06/2013- **Prolink – Hong Kong**

Present **Translator & Interpreter**

* French/English Translator & Interpreter (Freelance)

08/2010- **Systema Hong Kong**

Present **Founder**

* In 2010 I set up a martial arts school which teaches groups and classes during evenings and weekends in Hong Kong/ China.

09/2006- **Canadian Imperial Bank of Commerce – Toronto, Canada (Two positions)**

08/2010 ***Senior Business Analyst – Identity theft***

* Nationwide monitoring & analysis of fraud and suspicious activity.
* Liaise and collaborate with other financial institutions & police whenever required.
* Investigate and resolve confirmed identity theft cases, locate and assist victims when required
* French assistance to partners in various forms (Telephone, translation etc.).

03/2006-

09/2006 ***Senior Business Analyst – Card Fraud***

* Nationwide real-time monitoring & analysis of everyday client activity
* Proactive card fraud identification and loss mitigation
* Investigation of suspected debit card fraud
* Liaise and collaborate with other financial institutions & police to share fraud data

09/2003- **BMO Financial Group / Bank of Montreal – Toronto, Canada (four positions)**

03/2006 ***Fraud Investigator***

* Suspected debit card and ATM fraud investigation
* Liaise and collaborate with other financial institutions & police to share fraud data
* Organize corporate security fraud files & court documents for prosecution

09/2004-

04/2005 ***Anti-money Laundering Analyst***

* Analyze unusual activity reports from internal & external partners and police
* Investigation and reporting of suspected money laundering activity
* Interact with internal partners on compliance, due diligence & KYC issues

09/2004-

08/2003 ***Client Relations Manager***

* Resolve high-asset client service requests prior to ombudsman escalation
* Providing assistance to branches and support services with virtual banking matters (signature cards, fraud, imaged documents)

09/2000-

08/2003 ***Direct Banking Manager***

* Retail banking telephone customer service
* Resolution or escalation of client issues
* Promotion of banking products and services to retail and commercial clients

***Projects, Freelance & Achievements***

09/2010- **Founder/CEO/Head Instructor of Systema Hong Kong – Hong Kong**

Present

* Teaching Russian martial arts (first and only school in Hong Kong)
* Workshop and Seminar organisation and Management, marketing

06/2013- **Day Translations Inc. – Tampa, Florida**

Present

* French/English Translator & Interpreter (Freelance)

***Achievements***

CIBC

* Designed smart form to Improve triage of fraud escalations (2009)
* Implemented fraud tutorial to train peers (2009).
* Award in Q1 2010 (Outstanding contribution);
* Team Award Q2 2008 (Outstanding contribution & value added);
* Award in August 2008 (translation assistance)
* Award in November 2008 (HKD $380k fraud blocked)
* Award in June-July 2008 (Assistance leading to 5 different fraud arrests in the same night)

Bank of Montreal

* Created internal HTML-based “toolbox” to assist with imaged documentation and paperless forwarding to branches (2003)
* Nationwide bilingual spokesperson for the new employee reward & recognition program (2004)

Additional Qualifications:

|  |  |
| --- | --- |
| 03/2014 - **International TEFL and TESOL Training**  TEFL Certificate *(In progress)*  Online Course | 03/2012 **Original Chinese Language Institute**  Cantonese Beginner level 1  Hong Kong |
| 09/2009 **Investigative Solutions Network Inc.**  Investigative Interviewing  Toronto, Canada | 06/2009 **Conner Partners**  Leadership through Change  Toronto, Canada |
| 05/2009 **CIBC Management Effectiveness**  Influencing Skills  Toronto, Canada | 03/2006 **Toronto District School Board**  Computer upgrading, servicing and repair  Toronto, Canada |

***Languages***

English, French, Haitian Creole & functional Spanish

***I.T. Skills***

* *Multiple microsoft applications*
* *Various bank proprietary software*
* *Wordpress*
* *SEO (Google & Baidu)*

***Hobbies & Personal***

Martial Arts; Web design, travelling; cooking; gardening; Science-Fiction

***References***

* **Mr. Tobi Lothian - Chief inspector at Hong Kong Police – Hong Kong**

[tobi.lothian@gmail.com](mailto:tobi.lothian@gmail.com) - +852 9435 5858

* **Mrs. Maria Cameron - SR Manager Client Resolution at CIBC - Toronto**

[Maria.Cameron@rogers.com](mailto:Maria.Cameron@rogers.com) - +1 905-487-3504

* **Mr. Emmanuel Manolakakis - Head Instructor – Systema FightClub Inc. - Toronto**

[em@fight-club.ca](mailto:em@fight-club.ca) - +1 416 200 0200