

Ashish Mishra

DOB – 11/April/2002

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Location - Cuttack, Odisha



Summary-

Motivated and detail-oriented professional with proven experience in handling customer inquiries, resolving issues, and ensuring regulatory adherence. Proficient in transaction monitoring, fraud detection, and risk assessment to prevent financial crimes. Adept at delivering excellent customer experiences while upholding compliance standards. Known for working effectively under pressure, meeting deadlines, and optimizing operational processes. Skilled in collaborating with cross-functional teams to drive process improvements. Eager to kickstart a career as an AML/KYC Analyst, with a strong commitment to long-term growth and contributing meaningfully to organizational success.

Work Experience

Nest Ave Consultancy, Bhubaneswar, (09/2023 - 06/2024)

Team Leader – Sales

- Led a sales team and helped grow company revenue by finding new leads and building strong relationships with clients.
- Managed daily sales activities and clearly explained the value of products to improve customer conversions.
- Reviewed resumes and job applications, and successfully hired new sales team members.
- Made outbound calls to potential clients, which helped increase the number of converted leads.
- Created and shared daily sales and performance reports with managers to keep track of progress and improve strategies.
- Improved leadership and communication skills by managing the team and working closely with clients.

TTEC, Ahmedabad (10/2024 - 02/2025)

Chat Support Executive

- Ensured rapid issue resolution across multiple communication platforms while maintaining superior client satisfaction.
- Assisted customers with account-related inquiries, transactions, and dispute resolutions, while maintaining compliance with company policies.

- Implemented preventive measures to detect and mitigate potential fraud attempts, including account takeovers (ATOs), misuse of gift cards, and fraudulent claims.
- Maintained a high standard of customer service, improving client satisfaction and retention.
- Effectively handled escalations, ensuring professional, and efficient problem-solving.

Skills

- Customer Support (chat, call, e-mail)
- Sales Team Leadership
- Client Relationship Management
- Compliance
- Risk assessment and Escalation
- Know Your Customer (KYC)
- Suspicious Activity Reporting (SAR)
- Basic understanding of Transaction Monitoring and Fraud Detection
- Issue Resolution
- ATO (Account Take Over)
- Account Verification
- MS Office (word, excel & powerpoint)

Certification

- **Fundamentals of CAMS Certification - (AML) Anti Money Laundering Specialist**
Online certified by Alison
- **Certified in MS Office tools (Powerpoint, Excel & Word)**

Education

Bachelor of Business Administration (BBA)

Institute of Professional Studies and Research

2020 – 2023

Higher Secondary Education (Commerce)

Netaji Subhash Memorial Higher Secondary School

2018 – 2020

Matriculation

St. Xavier's High School

2018

Languages Known

Hindi, English & Odia

