

Ayan Sinha

Results-oriented professional with over 5 years of comprehensive experience in AML, KYC, Transaction Monitoring, Payment Operations, and Customer Service Operations within Fintech and IT services. Adept at identifying and mitigating financial crime risks, ensuring regulatory compliance, and supporting critical financial operations. Proven expertise in transaction screening, risk analysis, and end-to-end customer lifecycle management. Seeking to leverage my diverse experience and skills to contribute meaningfully to a dynamic and compliance-driven organization.

Contact

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Address

Sodepur, Kolkata

Education

2023

MBA

EIILM Kolkata

2019

Bachelors of Technology

Budge Budge Institute of Technology

Expertise

- Payment Operations
- Customer Support operations
- Customer Relations
- AML Investigations
- KYC Procedures
- Enhanced Due Diligence
- Money Laundering Typologies
- Bank secrecy act knowledge
- Microsoft Office
- Compliance Reporting

Certification

- **Anti-Money Laundering**
Concepts: AML, KYC and Compliance
Instructors GenMan Solutions

Experience

o Revolut

May, 2024- May, 2025

Access Recovery- Support (KYC Specialist)

- Identifying, analysing, and resolving issues while helping to implement team and company improvements Via KYC analysis and Transaction monitoring for Retail accounts.
- Collaborating with other teams across London, Moscow, Porto, United states, Russia and Lithuania to tackle any onboarding, offboarding and ATO customer issue.
- Researched and analyzed customer feedback to identify areas of improvement.
- Providing access to individual and business related accounts after complete KYC check.
- Reviewed customer documents and information to ensure compliance with KYC regulations.
- Analyzed customer data to identify suspicious activity or potential money laundering schemes.

Aug, 2023 - May, 2024

Product Expert Support- Payment Stop Requests (KYC | TM)

- Analyzing payment transactions for fraud and financial crimes.
- Supporting Payment operations within customer support operations team.
- Sanction Screening payments to identify genuine hits from false positives using tool like RDC.
- Serve as a subject matter expert on payment stop requests, possessing in-depth knowledge of Revolut's payment systems and processes.
- Handle customer inquiries and requests related to stopping or cancelling subscriptions/payments, providing timely and accurate assistance to ensure customer satisfaction.
- Collaborate with internal teams, including customer support, operations, and product development, to address customer concerns and optimize payment stop processes.
- Analyse payment stop trends and identify opportunities for process improvements to enhance efficiency and effectiveness.
- Staying updated on industry regulations and best practices related to payment processing and fraud prevention, ensuring compliance and security.
- Contributing to the development and enhancement of Revolut's payment stop functionalities through feedback and suggestions based on customer insights and experiences.
- Transaction monitoring of assigned accounts to asses potential money laundering, terrorist financing and drug trafficking.
- Working effectively with multiple complex data and technical analytical tools including AML analysis for crypto currency transactions.

- Setting the right compliance framework with robust AML/CFT Policies and Procedures
By Pro AML

Amazon

March, 2022 - March, 2023

ERC Senior Specialist

- Being the part of Employee Resource Center, (ERC) Sr Associate Worked closely with the ERC team in the US to provide a variety of HR services to North American Employees
- Created process documentation for new procedures related to ERC Senior Associate duties.
- Maintained current knowledge of relevant regulations and guidelines from the Financial Accounting Standards Board, Securities Exchange Commission.
- An ERC Sr Associate is the voice of ERC, as the first point of contact for Employees, Managers and the HR community.
- I have provided assistance and consultation to US employees on various matters like payroll, time and attendance, Wage Compensation and assisted the team with required workforce management
- Organised and maintained systems to keep track of priorities and tasks.
- Tracked various statistics and kept detailed records to support human resources department
- Compiled employee records from individual departments to maintain central files
- Assisted employees register for benefits programs using online portals.
- Filed paperwork, sorted and delivered mail and maintained office organisation
- I have also been cross trained for Transaction and Risk Management(AML) Program to support the operations team in TRMS.

Globsyn Information And Technologies Pvt Ltd

December 2019 - December 2021

Quality Analyst

- Reviewed and analyzed customer feedback to identify areas of improvement in project quality.
- Conducted root cause analysis to investigate the source of problems in production process.
- Provided thorough documentation on all quality control activities and results.
- Reported issues in a timely manner with accurate descriptions and steps to reproduce them.
- Collaborated with developers to diagnose problems and devise solutions.
- Assisted other members of the QA team in identifying areas for improvement in processes and procedures.
- Monitored production environment performance metrics for anomalies that could indicate quality issues.
- Maintained up-to-date knowledge of industry standards related to software testing best practices.
- Managed a team of 15 associates through out the projects.

Nerdy Turtlez

March, 2019 - October, 2019

Subject Matter Expert

- Provided subject matter expertise and guidance to cross-functional teams in the development of new products.
- Drafted technical documents, such as user manuals and training materials, to ensure accuracy of content.
- Conducted market research and analysis to identify industry trends and customer requirements.
- Created content for websites, blogs and social media accounts to increase visibility and engagement.
- Developed keyword-rich SEO articles to promote brand awareness and improve organic search rankings.
- Edited existing content to ensure accuracy, clarity, readability and consistency with company standards.
- Researched industry trends and topics to create relevant, informative content.
- Collaborated with marketing team members to develop compelling copy for promotional materials.