
Ali Ahmed Khan Warsi

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OBJECTIVE

Dedicated KYC specialist with 2 years of experience in Customer service and 4 years of experience in customer due diligence, risk assessment, and regulatory compliance. Skilled in conducting thorough KYC checks, identifying high-risk customers, and ensuring compliance with global standards (e.g., FATF, AMLD, OFAC). Proficient in leveraging tools for client onboarding, sanctions screening, and ongoing monitoring. Strong knowledge of financial regulations and risk mitigation strategies, with a proven ability to work in fast-paced, high-pressure environments. Committed to maintaining operational integrity while fostering trust in financial systems.

EXPERIENCE

23/07/2018 -
20/07/2019

- **Support Advisor**
Concentrix Daksh Service Private Limited
Worked on various tools including Jira, solved tickets and sent emails post investigating users account to resolve customers query.

26/08/2019 -
20/05/2020

- **Support Associate**
Globiva Services Pvt Ltd
Process: Driver assistance and Onboarding for Uk&Anz

Worked on Uk and Australia based drivers account, did KYC checks, ensured compliance is met as per UK and ANZ based regulation and assisted in onboarding process over calls and email.

20/08/2020 -
21/09/2021

- **Associate**
Globiva Services Pvt Ltd
Process: Driver assistance&Onboarding for UK&ANZ

Worked on Uk and Australia based drivers account, did KYC checks, ensured compliance is met as per UK and ANZ based regulation and assisted in onboarding process over calls and email.

04/10/2021 -
26/03/2024

- **Support Associate**
British Telecom Eserv Pvt Ltd
Process: Kyc Onboarding Specialist

• Lead and execute comprehensive EDD on High-risk customers, transactions, and high-net worth individuals, ensuring thorough risk assessment.
• Identify, assess, and escalate suspicious activities with precision, providing clear and actionable recommendations.
• Make recommendations on process improvements to increase efficiency and accuracy.
• Collaborate with internal support teams across Data Analytics, Escalations teams, Financial Crime Compliance, and L&D to help launch or improve existing processes and workflow.
• Maintain awareness of regulatory updates and incorporate process and procedural changes in the due diligence review process.

01/04/2024 -
14/08/2025

- **Support Specialist**
Revolut Technologies India Private Limited
Process: Payment verification

• Performing KYC verification, CDD to identify any forgery, manipulation in KYC documents, selfie, and other suspicious concerns in the user's profile.
• Performing online presence and adverse media search of the users to identify any suspicious concerns.
• Identifying any suspicious associations based on device, address, transfers etc. and performed detailed investigation on the associates.
• verifying Source of fund (SOF) and Source of wealth (SOW) to mitigate suspicious activities in the account and calculated the total proven wealth of the user.
• Transaction monitoring (TM) of the user as per Risk Based Investigation - RBI Model to identify any suspicious red flags for Money Laundering (ML) Terrorists Financing (TF), Money Muling activity, and Child Sexual Abuse Material (CSAM).
• Based on the RBI investigation, prepared detailed RBI report and resolved the AML cases and escalated the suspicious accounts to FIU for off-boarding and SAR reporting to the respective regulatory bodies.
• Creating and submitting UAR on the suspicious account for Fincrime activity concerns.
• Performing risk based EDD at L2 on escalated cases from EDD team at General/L0/L1.
• Working on Personal, Youth & Joint accounts and coordinated with other

stakeholders through AML escalation tickets on JIRA service desk.
•Detecting ATO and Sanctions red flags and raising Jira to respective teams for further investigations.
•Adhered to the AML/CTF policies and guidelines and exceeds the KPI.
Maintained 100% Quality and more than 100% productivity.

EDUCATION

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| 2020 | <ul style="list-style-type: none">• Indira Gandhi National Open University
Bachelors of Arts
2nd Grade |
| 2016 | <ul style="list-style-type: none">• St Sebastian School
Higher Secondary
78.5% |
| 2014 | <ul style="list-style-type: none">• St Mary's School
Matriculation
83% |

SKILLS

- Good written and verbal communication
- SQL, Process Improvement, Quality Assurance, Troubleshooting and Technical support.
- Jira, Atlasian, Zendesk and MS Office, Microsoft Copilot AI
- KYC/ATO Payment Verifcaution, Poised under pressure, Staff training & coaching.
- Quality assurance, Solid written & verbal communicator