# PAPIYA

Kolkata, India (Open to Remote/Relocation)
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## PROFESSIONAL SUMMARY

Analytical Financial Crime Analyst and Buddy Trainer with 2 years 10 months of specialized experience in FinTech compliance and fraud investigation, complemented by prior exposure in customer support (Email and Chat process) and municipal operations. Skilled in **transaction monitoring, CDD/EDD, AML, SAR identification, and audit-ready documentation**, with proven ability to manage multi-queue workflows across platforms such as **Dante, Zendesk, Kratos, Metabase, and Backoffice**. Adept at responding to **court orders, production orders, and data protection requests, liaising with law enforcement and internal legal teams** to ensure regulatory compliance under **POCA and DPA**. Recognized for reducing false positives, strengthening controls, and mentoring new analysts through structured training programs and pilot initiatives. Demonstrated success in meeting strict SLAs, driving process improvements, and delivering accurate investigative reports. Seeking to leverage regulatory knowledge, investigative rigor, and operational leadership in global **AML, compliance, or financial crime roles**, while continuing to expand technical expertise in data-driven risk analytics.

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## CORE COMPETENCIES & TECHNICAL SKILLS

**Financial Crime & Compliance:** Transaction Monitoring, AML/KYC, Customer Due Diligence (CDD), Enhanced Due Diligence (EDD), Suspicious Activity Reporting (SAR), Fraud Detection, Risk Assessment, Audit-Ready Documentation, POCA/DPA Compliance
**Investigative & Analytical Skills:** Alert Investigation & Escalation, Pattern Recognition, False Positive Reduction, Case Management (Multi-Queue Operations), Regulatory Compliance, Root Cause Analysis
**Training & Mentoring:** Buddy Training, Onboarding & Development of Analysts, Process Improvement Initiatives, Cross-Functional Collaboration, Team Productivity Enhancement
**Tools & Platforms:** Dante (multi-queue operations), Zendesk, Kratos, Metabase, Backoffice, Case Management Systems
**Operational Methodologies:** SLA Management, Process Optimization, Documentation, Incident Management, Law Enforcement Liaison, External Enquiries (Court Orders, Production Orders, Legal Requests)
**Languages:** English (Fluent), Hindi, Bengali

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## PROFESSIONAL EXPERIENCE

**Revolut Technologies India Private Limited – Remote | India**
**Financial Crime Analyst (Support) / Buddy Trainer** | Feb 2023 – Nov 2025

• Conducted CDD and transaction monitoring for retail customers ensuring AML compliance.
• Investigated alerts across **12+ Dante queues** and escalated high-risk cases.

- Mentored and on-boarded new analysts as Buddy Trainer.
- Contributed to pilot testing and process improvement initiatives.
- Investigated 60–80 high-risk cases weekly (ATO, EDD, Suspicious Transfers) with a documented accuracy rate of **98%.**
- Detected anomalies in transactional patterns and flagged high-value risks, preventing fraud-related losses.
- Prepared structured case summaries and compliance reports used for regulatory reviews.
  **Tools**: Internal Risk Platform, Excel, Document Verification Tools

### Financial Crime Analyst – External Enquiries (Court Orders)

- Executed court orders, POs, and DPA requests in line with regulatory standards.
- Liaised with law enforcement and internal legal teams.
- Delivered accurate responses within strict SLAs.
- Prepared legal disclosure documentation and fraud investigation reports.   **Tools**: Zendesk, Kratos, PEC

## Amazon – India
**Seller Support Associate** | June 2020 – June 2022

- Supported EU & NA sellers across chat and email processes.
- Achieved top CSAT scores for six consecutive months.
- Awarded RISE R&R; 2020 – L3 Winner.

## Port Blair Municipal Council (PBMC)
**Assistant to Junior Engineer** | July 2019 – Feb 2020

- Assisted in construction, AMC projects, and administrative operations.

## InterGlobe Technologies
**Customer Support Associate** | Aug 2018 – Apr 2019

- Managed flight booking support and customer queries.
- Led a team of 16 associates and delivered training programs.

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# EDUCATION

**B.Tech in Civil Engineering –** Aarupadai Veedu Institute of Technology (2014 – 2018)
12th (Science) – Mahatma Gandhi International School (2014)
10th – Kendriya Vidyalaya No. 2 (2011)

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# CERTIFICATIONS & TRAINING

- Buddy Program – Revolut Internal Academy
- Risk-based Investigation model (RBI) Certification – Revolut Internal Academy

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