

ANIBHA UPADHYAY

PROCESS ASSOCIATE

CONTACT

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-  Qno: F/10 I.R.Bn Police Camp, Bidhannagar Durgapur-713206

SKILLS

- Ms-Excel
- Ms-Word
- Ms-Powerpoint
- SAP (Vendor Creation)
- Communications Skills
- Learning

LANGUAGES

- English (Fluent)
- Hindi (Fluent)

PROFILE



A detail-oriented and analytical professional with a strong understanding of Anti-Money Laundering (AML) regulations and compliance requirements. Experienced in conducting transaction monitoring, risk assessments, and reporting suspicious activities. Proficient in AML software and familiar with KYC (Know Your Customer) processes, regulatory frameworks, and industry best practices. Able to work effectively in fast-paced environments while ensuring adherence to legal and regulatory standards.



WORK EXPERIENCE

Tata Consultancy Services Associate

19TH MAY 2023 - PRESENT

- Conducted daily transaction monitoring to identify suspicious activity, ensuring compliance with AML regulations and company policies.
- Reviewed and analyzed high-risk transactions, flagging potential suspicious activities such as structuring, layering, and unusual large transfers.
- Prepared Suspicious Activity Reports (SARs) and escalated findings to senior management and regulatory bodies in a timely manner.

Concentrix

Customer Executive

16th Aug 2022 - 15th Jan 2023

- Provided exceptional customer service by responding to inquiries, resolving issues, and delivering solutions in a timely and professional manner.
- Managed a high volume of customer calls, emails, and messages, ensuring a positive experience and maintaining high customer satisfaction.

Teleperformance

Customer Executive

02 Feb 2022 - 02 Aug 2022

- Resolved customer complaints and escalated complex issues to relevant departments, ensuring swift and effective resolution.
- Assisted customers with product information, order processing, and technical support, ensuring clear communication and accurate details.



EDUCATION

Bachelor of Business Management

2019 - 2022

Dr B.C Roy Engineering College Durgapur

DGPA: 8.7