

TRINA SANYAL

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CAREER OBJECTIVE

Detail-oriented and process-driven professional with experience in merchant onboarding, KYC verification, and compliance checks. Strong analytical and problem-solving skills with a customer-centric approach. Proven ability to handle merchant activations, query resolutions, and account modifications while maintaining operational efficiency and adherence to SLAs. Seeking to leverage my expertise in a dynamic fintech environment.

WORK EXPERIENCE

Solution Specialist, Pine Labs

2024 - present

- Onboarded merchants by conducting KYC verification and compliance checks to ensure regulatory adherence.
- Managed merchant account activations and modifications based on sales team and merchant requests.
- Assisted in resolving client grievances and ensuring smooth adoption of digital payment solutions.
- Maintained turnaround time (TAT) as per SLA to enhance process efficiency.
- Worked closely with cross-functional teams to streamline onboarding and activation processes.
- Negotiated pricing and provided insights on competitive market positioning.

EDUCATION

- Master of Business Administration-Marketing & HR Army Institute of Management|2024
- Bachelor of Commerce- Accounting and Finance Shri Shikshayatan College |2020

SKILLS

- Merchant Onboarding & KYC Compliance
- Client Engagement
- Account Activation & Modification
- Fintech & Payment Solutions
- Query Resolution & Customer Support
- Analytical & Problem-Solving Skills