

# PRAVIKA SRIVASTAVA

AML/KYC Analyst | Risk & Compliance | Process Optimization

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## SUMMARY

I am a detail-oriented AML/KYC Analyst with hands-on experience in Customer Due Diligence (CDD) and regulatory compliance in the banking sector. My expertise includes optimizing processes, mitigating risks, and achieving key performance indicators while ensuring compliance with regulations. I possess a proven ability to resolve discrepancies and deliver measurable improvements within my team

## EXPERIENCE

### Customer Service & Operations Analyst (AML/KYC)

#### NatWest Group

12/2021 - 07/2023 Gurugram, India

##### A banking and financial services company

- Conducted comprehensive CDD and EDD reviews, ensuring 100% compliance with regulatory standards and internal AML policies.
- Processed over 150 customer KYC profiles annually, verifying documents, beneficial ownership, and risk classifications.
- Prioritized and handled 200+ CDD cases monthly, consistently achieving individual and team KPIs for accuracy and timeliness.
- Collaborated with Relationship Managers and Compliance teams to resolve 75+ KYC discrepancies, ensuring SLA-compliant closures.
- Trained and supported 10+ new analysts, contributing to a 30% improvement in team-wide performance and quality KPIs.
- Reduced overdue KYC cases by 40% through follow-ups and timely remediation of 50+ existing client reviews.
- Maintained 90%+ achievement of case closure and quality assurance KPIs across all client due diligence tasks.

### Junior Customer Service & Operations Analyst

#### HDB Financial Services (HDFC Bank - WBO)

01/2020 - 12/2021 Noida, India

##### A financial services company

- Addressed 15-20 corporate client concerns monthly, reducing cheque and NEFT/RTGS processing delays by 10-12%.
- Enhanced cheque referral resolution time by 15-20%, maintaining 90% SLA compliance on NEFT/RTGS Recall cases.
- Coordinated weekly pickup of 50+ CMS items while reducing cheque sorting errors by 8-10% through process improvements.
- Streamlined dividend account opening workflows, reducing average processing time by 12-15%.
- Identified 2-3 process bottlenecks per quarter through workflow analysis, improving operational efficiency by 5-8%.
- Resolved 60+ KYC gaps in collaboration with branch operations and compliance teams, meeting RBI-prescribed closure timelines.

## EDUCATION

### MBA (Full Time)

#### Bharati Vidyapeeth Deemed University, Pune

07/2023 - 05/2025 Delhi

### BBA

#### Birla Institute of Technology

07/2016 - 07/2019 Mesra

### Higher Secondary Education (XII)

#### Vishwa Bharati Public School

03/2015 - 03/2016 Noida

### Secondary Education (X)

#### Vishwa Bharati Public School

03/2014 - 03/2015 Noida

## STRENGTHS



### Compliance-oriented

Detail-oriented and compliance-focused, with a proven track record in process optimization.



### Optimization-focused

Skilled in mitigating financial crime risks, adhering to regulatory standards, and enhancing operational processes.

## KEY ACHIEVEMENTS



### Employee of the month

Improved customer satisfaction by 25% through optimized store operations during my internship at Aditya Birla Fashion & Retail.



### Recognition for outstanding performance or contributions during an internship.

Improved employee coaching efficiency by 15% through data-driven analysis during my internship at Bharti Airtel

## SKILLS

Risk Classification	Compliance
KYC Remediation & Reviews	Microsoft Excel
Microsoft Word	

## PROJECTS

### Retail Operations Intern

05/2024 - 07/2024

#### Retail Operations Analyst at Aditya Birla Fashion & Retail Ltd.

- Improved customer satisfaction by 25% through the analysis and optimization of store operations.

### Quality Assurance Enhancement Intern

10/2023 - 11/2023

#### Quality Assurance Analyst at Right Management India Pvt Ltd

- Conducted quality checks on 50+ field audit reports, enhancing reporting accuracy by 15%.

### Coaching Efficiency Improvement Intern

05/2018 - 06/2018

#### Internship at Bharti Airtel

- Improved employee coaching efficiency by 15% through data-driven analysis of coaching practices.