

# 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.