

# WORK EXPERIENCE



## CHANCHAL POPLI

*“To associate myself with an organization that has the potential for future growth and ample scope of learning. I would be able to deliver the best of my knowledge and utilize the skills and implement and contribute towards the companies and my both personal and professional growth.”*

### TOP SKILLS

- Identity document verification
- Due diligence
- Transaction monitoring
- Communication and Reporting

### LANGUAGES

- English
- Hindi

### SOFT SKILLS

- Leadership
- Team Player
- Empathetic

#### WNS Global Services

Senior KYC/ AML Analyst

October 2023- Present

- Managed user queries related to payouts, payments, disputes and chargebacks ensuring timely and effective resolutions.
- Ensuring all documents submitted for CDD are in line with internal policies.
- Escalating any red flags and potential risks to the escalation team.
- Collect, verify, and analyze customer information, such as identification documents, financial statements, and transactional records. Review the KYC process, and regulations, and conduct compliance reviews.
- Transitioned to the KYC onboarding team, utilizing research skills to verify individuals and companies in compliance with regulatory standards.
- Proficient in using tools such as Salesforce, MS Excel, Twilio, Slack, and others to streamline operations and improve workflow efficiency.

#### Tech Mahindra Pvt Ltd

KYC/AML Analyst

October 2021 - February 2023

- Performing end-to-end KYC of clients.
- Strong understanding of KYC process, AML laws and regulations, identification of red flags.
- Conducted KYC checks and maintained up-to-date client information.
- Investigated clients' accounts using internal and external tools like Facebook, Instagram, LinkedIn, Google Search, and other third-party websites.

#### Fidelity National Information Service (FIS Global)

Process associate

September 2019 – October 2021

- Answering questions about a company's products or services to existing as well as potential clients.
- Processing orders and transactions of new as well as old clients in case of renewal of plans.
- Resolving issues and troubleshooting technical problems.
- Delivering information about a company's offerings.
- Handling client complaints.
- Collecting and analysing clients' feedback.

## EDUCATION

**Kalindi College**  
**University of Delhi**  
2016-2019  
Bachelor's of Commerce

**Govt. Model Sanskriti Senior Secondary School**  
**Taraori, Haryana**  
**XII Class**  
2015-2016  
Commerce

**Govt. Model Sanskriti Senior Secondary School**  
**Taraori, Haryana**  
**X Class**  
2013-2014

## PERSONAL DETAILS

**Father's Name ::** Sh. Jagdish Popli  
**Mother's Name ::** Smt. Neeru Popli  
**Date of Birth ::** 06<sup>th</sup> October, 1998  
**Nationality ::** Indian  
**Mobile No. ::** +91 8368359590  
**Email Id. ::** chrpopli@gmail.com