Akassh Dhaanii

An active individual contributor in developing KB, keeping consistent performance and also got the opportunity to learn other aspects of PAYMENTS COMPLIANCE (PEP-SIP, CDD, EDD, KYC-RFI, LIENS AND GARNISHMENTS).

Contact

Phone
8800414687

akasshdhaanii
@gmail.com

Address
334, 1st Floor, Sector-5,
Gurgaon, HR-122001

Education

2015
B.Sc(Computer Science)
Alagappa University

2006
Senior Secondary -C.B.S.E.
Lal Baahadur Shastri Sr. Sec. School

Expertise

- ITIL V3
- Jira, Unity
  tickets handling
- processflow
- implementation
  of KB
- AML, KYC, CDD,
  EDD, PEP-SIP,
- GDPR-CCPA

Language

English

Hindi

Experience

2020-2023
Airbnb Capability Centre, Gurgaon
Payments Compliance Specialist

- Identified illicit polluting practices to discourage environmentally irresponsible system management and prompt appropriate adjustments.
- Issued notices of compliance breaches with written documents outlining infringements.
- Verified documentation, implementation and communication of firm and regulatory policies and procedures.
- Prepared correspondence to inform concerned parties of licensing decisions and appeals processes.
- Provided assistance to internal and external auditors in compliance reviews.

2014-2016
HCL Comnet
Sr. ITSD Analst - GAM analyst in EMC service Desk

Assisting B2B clients for their internal application related issues, and to help in getting any Technical fault with devices getting fixed.

- Demonstrated ability to manage multiple tasks while remaining adaptable and flexible.
- Focused on learning new skills and staying updated with industry changes.
- Managed and coordinated multiple projects while ensuring timely completion.
- Troubleshot minor problems and reported larger technical issues.
- Responded quickly to meet customer needs and resolve problems.
- Committed to delivering excellent customer service while working in a fast-paced environment.

2013-2014
Teleperformance
Technical Support Advisor in AT&-Uverse

- Assisting AT&T customers to fix their issues related to SET top boxes ,DSL lines,
- Ethernet connection and with their telephone devices.