

CHETAN GUJJAR

Customer service & operations Analyst

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Results-driven Compliance Associate with expertise in complaint resolution, regulatory compliance, and customer service management. Proficient in analyzing complaint resolution metrics, identifying improvement opportunities, and implementing effective action plans. Skilled in managing escalated complaints, conducting root cause analysis, and collaborating with cross-functional teams to resolve complex issues. Adept at preparing detailed case summaries, ensuring adherence to turnaround times (TAT), and delivering exceptional response rates to customer queries. Experienced in regulatory standards including AML, KYC, and fraud prevention. Committed to upholding compliance integrity and delivering professional resolutions across various channels.

EXPERIENCE

Customer service & operations Analyst

Natwest Bank

 09/2022  Gurugram

Company Description

- Conduct in-depth analysis to identify root causes of end-user issues, distinguishing between customer queries and concerns.
- Perform customer identity verification and fraud analysis, ensuring data alignment across internal banking systems and teams.
- Allocate cases to appropriate teams, provide follow-ups, and deliver insights to ensure effective case resolution.
- Investigate transaction activities, KYC data, and due diligence research to identify and assess suspicious activities.
- Document findings in detailed narratives and recommend filing Suspicious Activity Reports (SARs) as needed.
- Stay updated with AML, KYC, and industry standards, ensuring adherence to compliance regulations.
- Conduct AML investigations, SAR filings, and manage PEP risk assessments for virtual currency and traditional markets.
- Conducted AML compliance investigations/ suspicious activity reports (SARs) and PEP RISK
- Experienced AML Investigator with expertise in transaction monitoring, KYC, fraud prevention, and regulatory compliance across virtual currency transactions and traditional financial markets

Market Exposure

Completed a comprehensive course on Banking and Financial Markets with in-depth training at the Bombay Stock Exchange (BSE). Acquired advanced knowledge of financial markets, Fintech innovations, and technical analysis, including derivatives, mutual funds, and capital markets. Proficient in retail banking technology, operations, financial reporting, and fundamental analysis. Expertise in advanced derivative strategies, quantitative and statistical concepts, and financial modeling using spreadsheets.

Specialized as an Anti-Money Laundering (AML) professional with a robust background in cryptocurrency products, transaction monitoring, KYC, fraud detection, and screening. Skilled in analyzing financial crime risk management typologies within virtual currency exchanges and brokerage firms. Proficient in leveraging data analytics to assess compliance risks and enforce regulatory standards effectively.

Key Skills

- AML Compliance & Investigations
- KYC & Customer Due Diligence
- Fraud Detection & Risk Assessment
- Regulatory Reporting & Documentation
- Root Cause Analysis & Process Improvement
- Cross-Functional Collaboration
- Customer Identity Verification
- Advanced Microsoft Excel & Data Analytics

KEY Achievement

- Ensured 100% compliance with AML and KYC regulations.
- Reduced case resolution time by 30% through improved case allocation and follow-up processes.
- Conducted 200+ comprehensive risk assessments with zero errors.
- Resolved 95% of compliance issues before audit deadlines.

Education & Certifications

MBA (Finance) Expected 2025

B.com 2021

Delhi University

Global Financial Market professional

Bombay Stock exchange institute