

TRIPTI BANA

Delhi | +919818918740 | triptibana@gmail.com | [Linkedin](#)

PROFESSIONAL SUMMARY

A senior representative with nearly 3 years of experience in financial crime compliance, customer due diligence (CDD), enhanced due diligence (EDD), and transaction monitoring. Proven ability to evaluate risk profiles, ensure regulatory compliance with AML and KYC standards, and work effectively in fast-paced environments. Strong understanding of global regulations including AML, FATF guidelines, and OFAC sanctions screening.

CORE SKILLS

- **Know Your Customer (KYC) & Customer Due Diligence (CDD)**
- **Enhanced Due Diligence (EDD)**
- **Anti-Money Laundering (AML) Compliance**
- **Risk Assessment & Client Profiling**
- **Transaction Monitoring & Investigations**
- **Sanctions Screening (OFAC, PEP, etc)**
- **SAR Preparation & Filing**
- **Financial Crime Investigation**
- **Tools: Salesforce, MS Excel, Looker, World-Check, Nexidia**

PROFESSIONAL EXPERIENCE

PayPal (Fin-Tech) | Senior Representative

Bengaluru, KA | January 2023 - May 2025

- I perform comprehensive KYC reviews and risk assessments to ensure adherence to regulatory guidelines and internal policies
- Collaborating with various departments to develop and implement risk mitigation plans and strategies
- I conduct rigorous sanction screening checks to identify and mitigate risks related to restricted entities and individuals
- Playing a pivotal role in analyzing transactional data to identify and investigate potential fraudulent activities
- Identifying the accounts with Potential true matches by analyzing the Individuals, Entities, high-risk businesses, and accounts operating in Sanction countries and filling Suspicious activity reports and/or Suspicious transaction reports through internal or external means

BYJU'S (Ed-Tech) | Student Success Specialist

Bengaluru, KA | May 2022 - January 2023

- Assisted customers Assisted customers with orders, returns, and product questions through live chat and email.
- Exceeded performance targets, maintaining a 98% ticket closure rate within SLA timelines.
- Helped improve help center articles and FAQs based on recurring customer feedback.
- Supported seasonal peaks, contributing to a 15% increase in overall customer satisfaction.

90 Plus My Tuition App (Ed-Tech) – Operation Associate

Bengaluru, KA | May 2021 – May 2022

- Handle an average of 50+ customer inquiries per day via phone, email, and chat.
- Achieve 95%+ customer satisfaction rating through effective resolution of technical and account-related issues.
- Train new hires on company tools and customer interaction procedures.
- Collaborate with product and engineering teams to escalate and resolve complex issues.
- Reduced ticket resolution time by 20% by suggesting improvements to internal workflows.

EDUCATION

- **Institute of Management Technology (IMT)** | Postgraduate Diploma - Business Analytics | January 2023 – January 2025
- **Gautam Buddha University (GBU)** | Master of Science - Applied Physics | August 2019 – May 2021
- **Chaudhary Charan Singh University (CCSU)** | Bachelor of Science, General (PCM) | August 2016 – May 2019

CERTIFICATIONS

- **Certified Anti-Money Laundering Specialist (CAMS)**
- **KYC Certification**

HONORS & AWARDS

Ace Performer (Product Expert)