

Anukriti Mishra

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Career Objective

A results-driven professional seeking to contribute to a dynamic and reputable organization where my management, decision-making, and communication skills can be utilized and further developed.

Education

- MBA in Fintech (Pursuing) – DY Patil University (Correspondence), Expected Graduation: 2025
- Bachelor of Business Administration (BBA) – Lucknow University, 2012 (58%)
- Intermediate (Class 12) – UP Board, 2009 (57%)
- High School (Class 10) – UP Board, 2007 (61%)

Professional Certifications

- Diploma in Computer Applications
- Diploma in Finance & Accounting – NIIT
- 100 Hours of ITT Training – ICAI
- CCC Certification – NIELIT
- Advanced Excel – Internshala
- Certification in KYC-AML & Customer Due Diligence
- Certification in Safeguarding Customer Credit Card Data (PCI Compliance)

International Exposure

- **Student Exchange Program – MAHSA University, Malaysia (via DY Patil University)**
 - ✓ Global Business Strategy and Market Expansion.
 - ✓ International Trade Compliance and Global Standards.
 - ✓ Cross – Border Mergers and Acquisitions.

Professional Experience

KYC/ATO Support Specialist – Revolut

June 2024 – December 2024

- Labeled and annotated data with high accuracy.
- Reviewed and corrected labeled data for quality.
- Collaborated with data scientists and engineers
- Meet productivity and quality targets.
- Contributed to process improvements.

Customer Support Executive – Amazon

April 2023 – June 2024

- Provided high-quality customer service via calls, chats, and emails.
- Assisted customers with order-related queries, refunds, and escalations.
- Collaborated with cross-functional teams to enhance customer experience.

Operations Executive – Keeros Superfoods

December 2022 – March 2023

- Managed daily operational tasks, ensuring seamless workflow and efficiency.
- Coordinated logistics and supply chain activities.
- Assisted in process optimization for better customer satisfaction.

Financial Advisor (Trainee) – ICICI Prudential

February 2011 – February 2012

- Provided financial advisory services to clients.
- Assisted in investment planning and insurance portfolio management.

Skills

- Customer Support & Issue Resolution
- KYC & AML Compliance
- Financial Advisory & Risk Management
- Operations & Process Optimization
- Advanced Excel & Data Analysis
- Strong Communication & Problem-Solving

Languages

- English (Fluent)
- Hindi (Fluent)

Hobbies & Interests

- Continuous Learning & Self-Development
- Exploring New Technologies
- Traveling & Cultural Exploration

I hereby declare that the information given above is true to the best of my knowledge & belief.

(Anukriti Mishra)