

**Pratibha Pandey**

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**Professional Summary:**

Detail-oriented AML/KYC Analyst with 2 years of experience spanning customer service, content moderation, and transaction monitoring. Skilled in identifying suspicious activity, conducting due diligence checks, and ensuring compliance with regulatory requirements. Adept at handling escalations, analysing customer behaviour, and mitigating risks while maintaining accuracy and confidentiality. Seeking to leverage expertise in AML/KYC operations to contribute to financial crime prevention and compliance functions.

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**Core Skills:**

- Transaction Monitoring & Case Investigation
- AML/KYC Processes (CDD, EDD, PEP, Sanctions Screening)
- Risk Assessment & Suspicious Activity Reporting
- Fraud Detection & Escalation Handling
- Customer Service & Communication Skills
- Attention to Detail & Problem-Solving

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**Technical Skill:** Advance Excel, Basic SQL, Power BI (Beginner)

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**Professional Experience:**

**Concentrix | Transaction Monitoring Analyst (2022 – 2024)**

- Conducted transaction monitoring reviews to detect unusual patterns, potential money laundering, and fraudulent activities.
- Performed KYC checks, customer due diligence (CDD), and escalated high-risk cases for enhanced due diligence (EDD).
- Reviewed alerts generated by monitoring systems and prepared detailed investigation reports.
- Collaborated with compliance teams to ensure adherence to AML regulatory requirements.
- Ensured timely closure of cases while maintaining accuracy and compliance with internal SLAs.

**Key Achievement:** Successfully transitioned from content moderation to transaction monitoring, quickly adapting to AML/KYC processes and delivering high-quality investigations.

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**Concentrix | Content Moderator (2019 – 2022)**

- Monitored and reviewed user-generated content to ensure compliance with company policies and regulatory standards.
- Flagged and escalated suspicious activities, including fraudulent, abusive, or policy-violating behaviour.
- Developed strong analytical and risk-assessment skills, laying the foundation for AML/KYC responsibilities.
- Maintained high accuracy levels while working under tight deadlines.

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**Aegis Limited | Customer Service Associate (2016 - 2017)**

- Handled customer queries, resolved complaints, and ensured high customer satisfaction.
- Maintained records of interactions, demonstrating attention to detail and documentation skills.
- Built communication and problem-solving skills useful in compliance and AML/KYC operations.

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**Signature:**

(Pratibha Pandey)