Akshay Raina

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Profile

Detail-oriented KYC and compliance professional with experience in verifying customer and partner documentation, ensuring regulatory compliance, and preventing fraudulent onboarding. Skilled in document review, discrepancy identification, and maintaining accurate audit trails while consistently meeting SLA and productivity targets. Adept at balancing compliance requirements with operational efficiency in high-volume environments.

Experience

CUSTOMER SERVICE SPECIALIST (FRAUD REFERRALS)

ADMIRAL SOLUTIONS

NOV 2023 - MAR 2025

- Verified and validated license details and supporting documents for new business and renewals, ensuring adherence to regulatory standards and internal policies.

- Conducted data accuracy checks across multiple systems, identifying and correcting discrepancies to maintain error-free processing.

- Processed validation requests within defined SLAs, enhancing turnaround time and operational efficiency.

- Collaborated with internal stakeholders to resolve documentation gaps, ensuring smooth onboarding and renewal workflows.

- Maintained comprehensive digital records and validation reports to support audits, compliance reviews, and management reporting.

SR. REPRESENTATIVE (KYC CHECK)

TELEPERFORMANCE

SEP 2021 – OCT 2023

- Conducted KYC verification of delivery partners, ensuring compliance with company policies and regulatory standards.

- Performed detailed document checks (ID, address proof, legal name document) to validate authenticity and prevent fraudulent onboarding.

- Identified discrepancies and escalated suspicious cases, maintaining complete audit trails and compliance records.

CUSTOMER SERVICE ASSOCIATE

CONCENTRIX

OCT 2017 – JUN 2019

Customer service support for a major e-commerce brand.

- Handled customer queries for Amazon India operations with a strong focus on resolution and customer satisfaction
- Achieved and maintained over 90% customer satisfaction score.

Education

→ Pursued Bachelor of Commerce (B.Com) from **Himalayan University in 2017**

Skills & Abilities

- Document Verification & Validation
- KYC Compliance & Regulatory Adherence
- Data Accuracy & Quality Control
- Insurance Operations & Licensing Validation
- Discrepancy Resolution & Case Handling
- Record Management & Data Integrity

CERTIFICATIONS

Completed 7 Pro AML certifications covering AML/CFT frameworks, CDD/EDD, SAR/STR reporting, UAE KYC, screening practices, Re-KYC, and FATF grey list updates.

Languages

- English
- Hindi