

## SUMMARY

Highly motivated and detail oriented post graduate with a strong interest in Anti money laundering and compliance. Knowledge of KYC, Transaction monitoring, customer due diligence, Quick learner with good communication and analytical skills and attention to detail.looking for an entry level AML role to apply my knowledge and grow in the field.

## EDUCATION

### **Chhtrapati Shahu Ji Maharaj university**

Bachelor's Degree in commerce  
2017- 2020

### **Chhatrapati Shahu Ji Maharaj university**

Master's Degree in commerce  
2021- 2023

## SKILLS

- Team work and collaboration.
- Exceptional communication skills.
- Strong analytical ,Problem solving and organisational skills.
- Attention to detail and able to handle multiple tasks simultaneously
- Knowledge of AML,KYC,SAR,CDD.
- Enjoy working as a team member as well as independently.
- Working knowledge of MS Office: Microsoft Excel, Microsoft word, Microsoft powerpoint.
- Friendly with technology and can adapt to new situations at a good pace

## INTERESTS

- Listening music
- Art and craft
- Photography
- Cooking

## PROFESSIONAL EXPERIENCE

### **Senior Customer representative**

Teleperformance | July 2023-November2024

- Assisting UK based network provider Vodafone
- Handling UK customers complaints to maximize the satisfaction
- Ensuring a smooth and consistent quality flow of users experience between service and client
- Assisting customers tech and network queries
- Meeting all the Key performance indicators (AHT,FCR,CSAT,IQA)

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FIS global | May2022-July2023

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### **Customer service executive**

Jindal X | 2021- 2022

- To help out Zomato's delivery partners in their live orders via calls and chats
- Meeting all the Key performance indicators (AHT,FCR,CSAT)
- ensuring smooth delivery to customers and informing refunds and cancellations
- Maintaining the Quality of product while giving Best resolution as per process.