

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)

Senior Customer representative

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.