

ASWIN KR BEHERA

New Delhi

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Objective

To be part of the organizations that gives scope to my skills according to changing Environment and to be a part of the team that work for the growth of organization.

Experience (6 years cont.)

Company: - COFORGE BUSINESS SERVICE LTD. (1st Nov 2023 -3rd Oct 2025)

Designation: - Quality Analyst

Profile: - Cards Verify -VISA(USA)

We receive the request through sales force which contain the information for enrollments for VISA user clients with attachments of enrollment form for enroll the given request as case ID.

- Detailing check all the scenarios and audit accordingly with use the various application i.e Verifi1, TRA, Lookup tool and V-Roll.
- 100% audit the cases of associates based on the information received from the client and provide regular feedback relating to Quality assurance reviews for enrollment cases.
- Prepare the Dashboard and custom charts, which is maintain the quality scores include updates and user support.
- Scheduling the Quality collaboration calls with management team, on-shore team and discuss all quality reviews and ratings of cases done by associates.

Company: - MPHASIS PVT LTD. (19th Oct 2019 – 13th Feb 2022)

Designation: - Senior Knowledge Specialist

Profile: - Klarna Bank (KYC-Dispute)

- Validating customer transaction statement and KYC documents along with checking merchant correspondence, providing resolutions to customer queries and raise tickets to concern teams.
- Part of "Team KYC- Dispute", transaction process of "KLARNA BANK (Sweden based bank)", handles various queues for multiples countries i.e. (Sweden, Denmark, Austria, Germany, Netherlands, Norway)
- Conducted KYC formality checks on accounts and transaction.
- Process with detail complete transaction and amount observation of cases which deliver by (Merchants and Consumers) with use of applications (Klarna on-line, Fresh Desk and Klear) including escalate, send templates and close the cases.
- Collection, handling, maintenance and verification of confidential client data and KYC documents.
- Managed KYC and transaction/account opening documentation.

Company: - TECH MAHINDRA PVT LTD. (5th Jan 2017 – 15th Oct 2019)

Designation: - Associate Customer Support.

Profile: - ASPICIO Process Monitoring, International voice & chat of UK Project.

Monitoring the 402 applications of ASPICIO Project Process (UK client).

- Troubleshooting the P1 and P2 concerns raised by client regarding project, applications and other procedures & providing quality solution through outbound voice & mail/chat.
- Discussion the queries and issues of various applications by voice and E-mail, Chat with ASG and CISOC team.
- Responsible for making S.O.P. (Standard operating procedure) and contact Onshore ASG team for queries.
- Provide regular feedback relating to Quality assurance reviews to KYC management in order for management to continue providing guidance to the team how to improve case quality.
- Maintain the Quality monitoring tool include updates and user support.
- Scheduling the Quality collaboration calls with management team and discuss all quality reviews and ratings of cases done by associates.
- Task related to outbound voice call to high authorities' persons of organizations for multinational countries through LinkedIn, Twitter etc.
- Based on their availability to make CDQA data with the help of social media networks.

Company: - INFOSYS PVT LTD. (25th May 2015 – 1 Nov 2016)

Designation: - Process Executive Project

Profile: - ASR account/transaction KYC /Add new participant Process (NETHERLANDS)

- Verifies all aspects of client/participant Identification program (CIP) & add/open account as provide with necessary documents and in accordance with know your customer (KYC).
- Completes extensive investigations using public database in accordance with NEDHERLANDS Mortgage/Loan.
- Audit the cases of Adding Transaction Process.
- Handle the all data of new open account for Adding Participant's Process.
- Discussion the queries and solve the cases/transaction with NETHERLANDS onshore team.
- Responsible for making S.O.P. (Standard operating procedure) and contact Onshore SME for team queries.

Education

- **IIMS**

PGDM(R) -Post Graduate Diploma in Management (AICTE Approved), International Institute of Management Studies, Pune(Batch 2011-13) passed with 78.16%.

RAVWNSHAW UNIVERSITY

- Passed Bachelor in Science (BSc)-Math Honors from Ravenshaw College under Ravenshaw University, Cuttack, Odisha.

JSR CO-OPERATIVE COLLEGE

- Passed I.SC from Jamshedpur Co-operative College, Jamshedpur with 45% of marks under Jharkhand Academic Council (JAC), Jamshedpur, Jharkhand.

Mrs. K.M.P.M H/S

- Passed 10th from Mrs. K.M.P.M High School, Jamshedpur with 59.16% of marks under Jharkhand Secondary Education Board (JSEB), Jamshedpur, Jharkhand.

Achievements & Honours

- Achievements & awards in state level competition in Fine Art.
- Best artist award in all over Orissa in RAJA MAHOTSHAVFESTIVAL.
- Performance in TATA STEEL all over Jharkhand Fine Art Competition.
- Achieved twice 1st Position in Painting competition in INFOSYS, Pune DC.

Passion & Hobbies

- Painting, Sketching, Canvas ART, Wall Mural Art
- Work Traveling and as sports activity prefer playing Cricket and Chess.

Declaration

I hereby declare that the information provided by me is true to the best of my knowledge and belief.

Date:

Place: New Delhi

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