

Dipikkshaa Dhalla

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Objective

To work and succeed in a stimulating and challenging environment, building the success of the company while I experience advancement opportunities

Work Experience

AML/KYC and Payment Risk Analyst (Team Leader)

Coinbase

May 2018-February 2025

- Collaborated with cross-functional stakeholders to prioritize projects and align risk mitigation strategies with
- company objectives.
- Led cross-functional teams to develop and implement new fraud detection models, reducing false positives by 15%.
- Collaborated with the strategy and product teams to conduct ad-hoc analytics, prioritizing initiatives based
- on business impact and risk factors.
- Presented key findings to senior leadership, influencing the direction of company-wide risk mitigation strategies.
- The CDD team (comprehensive due
- diligence) and used to check all the documents provided by the client,
- details, create the agreements and check the tax forms and conducting
- thorough negative and PEP checks for the clients to onboard them on our
- platform later on was promoted to EDD team that is the enhanced due
- diligence and used to do the thorough check that CDD initiated and after
- that understand their purpose and business requirements and all the other
- necessary details
- Performing the KYC and AML for the client.
- Doing the CLEAR, THOMSON REUTERS & REFINITIV screenings.
- Reviewing the admin account for the client in order to ensure there are no
- suspicious or fraudulent transactions or activities to the account and
- reporting the same to the T3 escalations.
- Performing the KYC Refresh and PR TR on the clients which accounts were older than 2.5 years
- Drafting the detailed reports and
- notes.
- Implemented and managed fraud prevention strategies, reducing fraudulent activity and minimizing revenue loss
- while maintaining a high standard of customer experience.

- Conducted end-to-end analyses of payment transactions to identify and mitigate emerging fraud risks, collaborating
- with product and strategy teams to design and test solutions before implementation.
- Developed risk models to forecast potential fraud risks and provided recommendations to senior leadership for improving operational controls.
- Delivered high-quality presentations and reports to executive teams, outlining strategic insights and performance
- metrics that supported data-driven decision-making.

Client Support manager
Amazon

March 2016- May 2018

- Customer Service Associate
- Resolved complex customer complaints and issues with a focus on maintaining a high level of customer satisfaction.
- Was promoted as a SME and used to assist the new joiners during their on the job trainings.
- Associate manager
- - Handling the team of 25-30 associates
- -Analysed customer interactions and provided recommendations for improving service processes, contributing to a 15% reduction in customer churn.
- - Achieved team's customer satisfaction score of 95%, surpassing the average by 10%.

Customer support analyst
Concentrix

August 2015-February 2016

- Resolving the customer issues of Amazon.fr partner site via Emails, chats and calls.

Education

French C1 Certification
Alliance Française de Delhi

2017-2021

- Add your content

MA hons
Shyama Prasad Mukherjee **BA Hons**
Shyama Prasad Mukherjee **High School**
JBM Global School

2019-2021

2015-2018

2013-2015

Skills

- • Good analytical and planning skills.
- • Good Accuracy and attention to details.
- • Excellent problem analysis.

- • Excellent judgement according to the situation.
- • Critical thinking and judgements
- • French translations