

# Dipikkshaa Dhalla

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## Objective

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

## Work Experience

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### **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

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**French C1 Certification**  
Alliance Français 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

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- 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