

RESUME

Mr. AMIT PANDEY

Add.: -7/364 Jhahra Colony

Bodabagh Rewa 486001 (M.P)

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Email Id: - amitpandeyji21994@gmail.com

Profile

Highly accomplished, versatile and individual with 7 years of experience in challenging business environments requiring strong organizational, analytical, and follow through capabilities.

Dynamic problem solver with proven effectiveness in identifying system inefficiencies and implementing corrective measures to customer satisfaction, KYC, well versed in Accounts Payable Demonstrate exceptional interpersonal and communication skills in relating to colleagues, vendors and customers.

Consistently achieves outstanding results in fast paced, deadline-driven environments always ready to adapt changes and multifunctional when needed. Want to work in an organization where I can bring my expertise and experience for both individual and organizational growth.

Qualification

- 10th passed from CBSE Board, Ajmer in 2010
- 12th passed from CBSE Board, Ajmer 2013
- B.com completed from DAVV University, Indore 2017

Skills

Managing organizational requirements as per SLA

Team Handling

Project management

Sanctions Screening

Proactive and self-motivated

Excel, Basics of MS Office,

Data monitoring

Transaction Monitoring KYC

Strong interpersonal skills

EDD/AML-KYC Regulation

Experience

TaskUs Pvt. Ltd

Feb 2024 - Jan 2025

Indore, M.P

SME, Customer Support Specialist

As a Subject Matter Expert (SME) in Fintech and Anti-Money Laundering (AML), I provided advanced expertise and guidance on financial technology systems and compliance measures. In the Fintech space, I led the integration of digital payment solutions, supported blockchain and cryptocurrency initiatives, and contributed to the development of innovative financial products. I also provided specialized support for complex client issues involving payment processing systems like SWIFT, ACH, and SEPA. In AML, I played a pivotal role in identifying potential money laundering risks, implementing transaction monitoring systems, and ensuring compliance with both local and international regulations. I guided teams in managing suspicious activity reporting, audit preparation, and risk management protocols, ensuring that AML processes were robust, effective, and in line with regulatory standards.

Fintech Experience:

- Digital Payment Systems Implementation:** Led the deployment of digital payment solutions, streamlining transaction speeds and enhancing the user experience, all while ensuring full compliance with regulatory standards.
- Blockchain & Cryptocurrency Integration:** Directed projects that incorporated blockchain technology to enable secure transactions, mitigate fraud risks, and enhance transparency across platforms.
- Fintech Product Development:** Played a key role in the design and launch of innovative financial products, driving increased market share and customer engagement through data-driven decisions and user-centric design.
- Client Support & Issue Resolution:** Delivered expert support for SWIFT, ACH, WIRE, and SEPA payments, resolving client issues with a focus on high satisfaction and seamless transaction completion.

Anti-Money Laundering (AML) Experience:

- Risk Assessment & Mitigation:** Conducted comprehensive risk assessments to identify potential money laundering risks, developing and implementing strategies to mitigate them effectively.
- Transaction Monitoring & Reporting:** Oversaw transaction monitoring systems, identifying and reporting suspicious activity to ensure AML compliance and minimize financial crime incidents.

WM Universal Solutions

Oct 2020 - Nov 2023

Indore, M.P

Junior Process Analyst

Vendor/Client Management, Accounts payable, resolving tickets related to billing disputes PO management, creating and maintaining client data along with regular reporting. Managing individual clients and providing training and support to new staff. Managed accounts payable, audited expenses, and

worked independently for clients. Ensured high accuracy, processed invoices, and provided training. Received spot and extra miler awards.

Teleperformance (Dexcom)

Jul 2018 - May 2020

Indore, M.P

Data Intake Specialist

Proficient in entering hospital and patient data into Salesforce for insurance and equipment delivery. I earned the Best SME Award in 2019.

Teleperformance (Flipkart)

Oct 2016 - Jun 2017

Indore, M.P

Customer Care Executive in (Flipkart) 23rd Oct 2016 to June2017

Experience in customer service, including call management, resolving discrepancies, and handling escalations. Promoted to escalation department within 4 months, demonstrating high productivity and quality service.

Personal Information

Name : Amit Pandey

Father's Name : Mr. Jhalak Narayan Pandey

Marital Status : **Unmarried**

Strengths:

Positive Attitude, Enthusiastic, Hardworking & pure hearted.

Date of Birth:

21st September 1994

Languages Known:

Hindi and English

Declaration

I consent to the processing of my personal data for the purpose of recruitment for the position to which I am applying and declare that the above information provided by me is accurate to the best of my knowledge

Date:

Place:

Amit pandey