

# AVINASH SINGH

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## PROFESSIONAL SUMMARY

Experienced professional with expertise in managing law enforcement reports, resolving disputes, and handling fraud investigations. Proficient in Anti-Money Laundering (AML) compliance and Know Your Customer (KYC) procedures. Skilled at ensuring regulatory adherence and mitigating financial crime risks. Strong attention to detail and effective communication with internal and external stakeholders.

## WORK EXPERIENCE

### AcuityTech ( Walmart )

NOV 2023 - Present

- At Acuity Tech, I provide support for Walmart Financial Services (US), assisting customers with bank account openings, identity KYC verification, and the onboarding process. My key responsibilities include:
  - Bill Pay: Helping customers manage their accounts in-store.
  - Check Cashing: Facilitating the cashing of payroll, government, and personal checks.
  - AML Process Management: Overseeing Anti-Money Laundering (AML) procedures to ensure compliance.
  - Dispute Resolution: Handling and managing disputes raised by Law Enforcement Agencies (LEAs) and other statutory authorities.
  - Escalated Complaints: Investigating and analyzing complex complaints, collaborating with relevant departments to identify root causes and implement resolutions.
  - Fraud Detection & Risk Prevention: Monitoring transactions for fraudulent activity, preparing case summaries, and leveraging data analytics and fraud detection tools to mitigate financial risks.

### FIS GLOBAL SOLUTIONS UK

May 2022 - June 2023

- At FIS, I provide support for the Tesco Mobile Banking process, assisting customers with opening bank accounts by validating their identities and facilitating the onboarding process. I also guide customers in selecting their preferred products, completing purchases via payment links, and proceeding with KYC verification when insurance is involved. The KYC process begins when a customer opts for insurance, followed by ID verification. If the verification is successful, the insurance is processed; otherwise, the case is escalated to the Core Banking or Insurance teams for further review.

## EDUCATION

### Bachelor of Commerce

MAY 2014

University Of Lucknow