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SUMMARY

Results-driven **AML/KYC Analyst** with over 2 years of progressive experience in AML/KYC compliance, transaction monitoring, and fraud detection. Proven ability to conduct real-time financial monitoring, investigate suspicious activities, and collaborate with cross-functional teams—including law enforcement—to mitigate fraud risks and ensure regulatory adherence.

EXPERIENCE

Fraud Prevention Analyst

TTEC INDIA CUSTOMER SOLUTIONS PVT. LTD.

March 2024 - Present, Ahmedabad, India

- 1) Conduct **real-time monitoring** of financial transactions to identify and investigate suspicious activities, improving **fraud detection** accuracy by 25%.
- 2) Performed **AML transaction monitoring** by reviewing daily transactions, identifying suspicious activity, and filing **Suspicious Activity Reports (SAR)** in accordance with legal and regulatory requirements, ensuring timely reporting of potential financial crimes.
- 3) Conducted KYC, **Customer Due Diligence (CDD)** and Enhanced Due Diligence (**EDD**), verifying identities, reviewing transactional data, and mitigating risks of money laundering. Collaborated with cross-functional teams to refine fraud prevention strategies.
- 4) Utilize data analysis tools and MS Office to generate actionable reports supporting proactive **fraud prevention** measures.
- 5) Consistently resolved assigned cases and requests within established service-level agreements (SLAs), ensuring 100% compliance with performance standards and regulatory timelines.

Admin Associate

MANNAM AYURVEDA CO-OPERATIVE MEDICAL COLLEGE

March 2022 - August 2022, Pandalam, India

- 1) Documented patient and student admission records, ensuring accurate and timely data entry to support administrative processes.
- 2) Developed detailed operational reports for regulatory review and internal audits.
- 3) Managed inventory and ensured timely data entry to support continuous process efficiency.

Junior System Engineer

CONCEPT BEGINS DESIGN STUDIO

November 2017 - October 2021, Bengaluru, India

- 1) Managed and maintained company systems, ensuring seamless functionality for daily operations, resulting in a reduction in system downtime.
- 2) Installed and configured computer hardware components, including processors, hard drives, memory modules, network cards, and power supplies, enhancing system performance.
- 3) Documented client information and requirements, supporting the provision of ongoing services and improving client satisfaction rates.

Junior Executive

VODAFONE INDIA SERVICES PRIVATE LIMITED

January 2016 - October 2017, Ahmedabad, India

- 1) Managed inbound calls and emails from affiliated stores and clients, resolving issues and providing solutions within designated service intervals, ensuring high performance standards.
 - 2) Conducted credit checks and **fraud analysis** on clients and customers, enhancing **fraud detection** accuracy by 25%, by assessing risk and escalating cases to relevant stakeholders.
 - 3) Ensured timely detection and prevention of fraudulent activities by conducting **KYC document reviews**, meeting regulatory, legal, bank, and audit standards. Escalated cases to relevant stakeholders for further action when necessary.
 - 4) Consistently resolved cases/requests within established SLAs, achieving **98% accuracy** in resolution outcomes while exceeding performance benchmarks for timeliness and compliance.
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EDUCATION

Bachelor of Technology in Electronics and Communication Engineering

Rajasthan Technical University • Kota, India • 2019 • First Division

SKILLS

Fraud Detection & Prevention, Anti-Money Laundering (AML), AML Compliance, Know Your Customer (KYC), PEP Screening, Account takeover (ATO), **CDD, EDD, Chargebacks, Unauthorized Transaction (UAT), Suspicious activity reporting (SAR),** Sanction screening, **Regulatory Compliance,** Risk Assessment, Data Analysis, **MS Office** (Word, Excel, Access), Analytical, Problem solving, Decision making, Conflict resolution, Collaboration, **Customer Service & Communication.**