

# KINSHUK SAXENA

## SUMMARY

Experienced Customer Support Specialist with a strong background in AML/KYC compliance and cryptocurrency screening. Adept at conducting KYC/CDD analyses to verify customer identities and ensure adherence to regulatory standards. Skilled in utilizing blockchain investigation tools for forensic analysis of cryptocurrency transactions and detecting potential illicit activities. Demonstrated expertise in researching financial crime risks, including cybercrime, and escalating suspicious activity for further investigation. Proven ability to deliver high-quality customer support, maintain accurate records, and resolve complex issues, consistently exceeding performance targets.

## WORK EXPERIENCE

### Quinte Financial Technology July 2024 - Present

As a process executive at Quinte financial technology, I am responsible for chargeback claim, investigating disputes and submitting evidence to resolve cases while ensuring compliance with industry regulation. I also collaborated with internal teams supported fraud prevention strategies and received training to analyze trends to improve chargeback processes.

#### TaskUs

Teammate

FEBRUARY 2023 - May 2024

- Handled alerts (low, medium, high risk), verified customer profiles, source of wealth, citizenship, occupation, and bank tenure.
- Reviewed last 6 months of transactions to identify sources of funds, utilization, and flagged any unusual or suspicious activity
- Acknowledged normal alerts or escalated suspicious cases to the relevant department for further investigation.
- Monitored and flagged cash transactions over threshold limits for compliance.
- Identified structuring patterns and escalated alerts for detailed review and Suspicious Activity Report preparation

#### Concentrix

Customer Support Specialist

May 2021 - April 2022

- Assisted new employees during onboarding, ensuring smooth integration into their roles.
- Delivered high-quality customer support, resolving billing discrepancies, account inquiries, and service complaints with precision.
- Maintained accurate and accessible records of customer interactions and resolutions within the CRM system.
- Demonstrated strong problem-solving skills, resolving complex cases and consistently exceeding performance targets.
- Exceeded expectations in customer satisfaction and issue resolution metrics, delivering outstanding results.

## CONTACT

8630238944, 8800785937

kinshuksaxena38@gmail.com

747, Madhuban Colony, Budaun

## EDUCATION

2020-2023

DR. BHIMRAO AMBEDKAR UNIVERSITY

- Bachelor of Science

2019-2020 SRDS

INTER COLLEGE

- H.S.C
- Science

## SKILLS

- Expert in English communication
- Strong analytical and problem-solving skills
- Teamwork
- Effective collaborator
- Detail-oriented and compliance-focused
- Adaptability
- Critical Thinking

CERTIFICATION:- Anti-money laundering concept: AML, KYC and Compliance