

Malik Shahid

Jammu and Kashmir-India
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Objective

Dedicated and detail-oriented specialist with over 3 years of experience in compliance, KYC processes, and operational support. Proven expertise in sanctions screening, PEP, CDD/EDD, identification, and regulatory adherence. Also a seasoned and result driven professional with proficiency across phone, chat and email. Skilled in managing and executing operational tasks, enhancing processes, and collaborating across teams to achieve business objectives.

Skills

- Analytical Thinking and Problem Solving
- Process Improvement
- Organizational Skills
- Compliance Support
- Client Relationship Analysis
- Interpersonal and Collaborative Skills
- Client-Facing and Business Support
- Risk Assessment and Mitigation
- Data Validation and Management
- Forecasting and Tracking
- Working knowledge of BSA, OFAC, FinCEN etc.
- KYC Process Management
- AML, EDD and CDD Expertise
- Client Coverage Oversight
- Scorecard Review and Remediation
- Organizational and Prioritization Skills
- Proficiency in Microsoft Office
- Autonomous and Team-Oriented
- System Organization and Record Keeping
- Performance and Metrics Monitoring

Work Experience

Global KYC Specialist
Revolut

September 2023 - December 2024

- Managed end-to-end KYC processes, ensuring compliance with internal policies and global regulatory standards.

- Thorough risk assessment and EDD on high risk customers and transactions.
- Collaborated with cross-functional teams to track and monitor client data for accuracy and compliance.
- Enhanced processes by identifying inefficiencies and implementing solutions to improve tracking and oversight.
- Provided training to new team members on compliance and operational best practices. Coordinated with internal departments to resolve discrepancies in customer data.
- Provided guidance to junior analysts during complex investigations.
- Participated in regular training sessions to stay up-to-date on industry trends.
- Maintained accurate records of all KYC documentation and analysis results.
- Monitored accounts for changes in activity that could indicate fraud or suspicious behavior. Drafted reports summarizing findings from KYC reviews and investigations.
- Verified customer identity using public records, financial databases, and other resources. Responded promptly to inquiries from customers regarding KYC policies and procedures.
- Assisted in the investigation of fraudulent transactions and related activities.
- Updated client profiles with relevant KYC information.
- Analyzed customer data to identify suspicious activity or potential money laundering schemes.
- Reviewed customer documents and information to ensure compliance with KYC regulations.
- Identified customer risk levels based on established criteria.
- Tracked regulatory changes related to AML and KYC requirements.
- Ensured that all AML and KYC policies are properly implemented across the organization. Monitored and maintained compliance with internal controls and government regulations.

Work Experience

Compliance Analyst (Sanctions/PEP Screening) Jan 2022 - Sept 2023
TaskUs

- Conducted thorough sanctions and PEP screenings to mitigate risks associated with high-profile clients. Produced detailed reports on Material Negative News for regulatory and policy adherence. Supported core processes by maintaining accurate records of CAM tracking and client data updates. Worked closely with stakeholders to resolve complex compliance issues and improve operational workflows.

Work Experience

- Delivered exceptional customer service by addressing inquiries and resolving issues promptly. Maintained and updated client records in accordance with company policies. Provided support for sales data management and contributed to overall client satisfaction.

Education

Bachelors of Business Administration

2019-2022

Desh Bhagat University

Languages

- English
- Hindi
- Urdu
- Kashmiri
- Arabic (as plus)

Additional Proficiency

Proficient in Google Suite, Slack, Confluence, Microsoft PowerPoint, Excel, Word, WorldCheck, Zendesk, Salesforce, DowJones, and Jira. Proficient in providing support across all of the 3 channels as Voice, Chat and E-mail.

Achievements

- - Played a key role in improving KYC tracking efficiency by 25% at Revolut.
- - Successfully screened and resolved over 1,000 high-risk cases within deadlines at Taskus.
- - Received recognition for outstanding client support and operational accuracy at TelePerformance