

# Mayank Dubey

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## Professional Summary

Detail-oriented and analytical professional with over 3 years of experience in banking and financial operations, specializing in KYC (Know Your Customer) and AML (Anti-Money Laundering) due diligence. Skilled in customer verification, regulatory compliance, transaction monitoring, documentation review, and customer service. Proven ability to ensure adherence to internal policies and external regulatory requirements while maintaining high standards of accuracy and integrity.

## Core Competencies

- KYC / AML / CDD / EDD Procedures
- Retail & NRI Banking Operations
- Risk Assessment & Client Profiling
- Regulatory Compliance (RBI, SEBI, IRDA)
- Customer Onboarding & Due Diligence
- Customer Service & Relationship Management
- Suspicious Transaction Review & Reporting
- Documentation Verification
- Data Management & Reporting

## Professional Experience

**HDFC Bank** – Personal Banker – Retail Banking (March 2022 – May 2023)

- Managed retail banking operations, including savings, current, and NRI account services.
- Conducted KYC checks and periodic reviews for retail and NRI clients in compliance with RBI and internal policies.
- Verified customer documentation and ensured regulatory accuracy during account opening and maintenance.
- Handled onboarding processes, ensuring compliance with internal AML and CFT standards.
- Delivered excellent customer service while maintaining adherence to due diligence protocols.

**iEnergizer** – Senior Executive (July 2023 – August 2024)

- Processed customer data in line with compliance standards.
- Assisted in due diligence reviews for client accounts and transaction activity.
- Maintained accurate records in CRM systems and supported risk mitigation initiatives.

**iQor** – Senior Agent – Customer Service (July 2025 – Present)

- Delivered high-quality customer service by resolving client inquiries and issues efficiently.
- Reviewed customer records and financial documentation for verification accuracy.
- Supported escalation and investigation of suspicious activities per company policy.
- Ensured customer satisfaction while maintaining compliance with KYC and AML procedures.

## Education

- Subhbarti University – MBA in Finance & Marketing (72%)
- CSJM University – Bachelor of Science (56%)
- St. Anthony – Higher Secondary (12th) (64%)

## Certifications

- NISM Series V-A – Mutual Fund Distributors Certification
- IRDA Certification – Insurance Regulatory and Development Authority of India

## **Technical Skills**

MS Excel, MS Office, CRM Applications, Banking and Financial Software

## **Languages**

English, Hindi

## **Interests**

Financial market analysis, Compliance & regulatory updates, Social activities and outdoor sports