

# SHALU KUMARI

## OBJECTIVE

A results-driven and detail-oriented professional with a combined two years of experience in Customer Anti-Money Laundering (AML) analysis and account management. Seeking to leverage a strong foundation in regulatory compliance, transaction monitoring, and client relationship management to secure a challenging role as an AML analyst. Eager to apply analytical and communication skills to identify and mitigate financial crime risks and contribute to a secure and compliant financial environment.

## EXPERIENCE

### WNS Global Services India Pvt Ltd

15/02/2021 - 18/03/2022

#### Analyst

- Monitored high-volume transactions using internal tools to detect patterns of suspicious activity.
- Analyze flagged transactions or accounts to determine if they are fraudulent.
- Collaborated with cross-functional teams to escalate complex cases and contribute to the development of internal compliance policies.
- Ensure investigations and procedures comply with relevant laws and regulations (e.g., AML, KYC).

### Encore Capital, Midland Credit Management

04/04/2023 - 05/04/2024

#### Account Manager, Process Expert

- Managing client's account with focus on debt recovery.
- Working with diversity teams including collections, legal or operations.
- Maintained consistent achievement of monthly/quarterly KPIs and performance targets.
- Analyzed account data and performance metrics to adjust strategies and increase resolutions.
- Contributed to raised awareness and adherence among colleagues about the new KYC and AML trends in order to promote compliance in daily tasks.

## EDUCATION

### Magadh Mahila College, Patna University

2019

Bachelor of Business Administration  
70%

### MCVM, Gidhaur (Bihar)

2016

Intermediate in Science  
65%

### MCVM, Gidhaur (Bihar)

2014

10th Board  
72%

## CONTACT

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Saraswati vihar Chakkarpur, Gurgaon  
122001

## SKILLS

Due Diligence

SAR Filing

EDD/CDD

Compliance Management

Transaction Monitoring

## LANGUAGES

English Hindi Maithili

## PERSONAL DETAILS

Date of Birth : 15/11/1997

Marital Status : Married

Nationality : Indian



## INTERESTS

- Painting, Reading Fictional books, Singing, listening music