

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 complaint 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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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