

# KIRAN RAWAT

KYC||AML|| SR Customer Support Analyst

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## CAREER SUMMARY:

Experienced KYC and Customer Service Specialist with over 3 years of expertise in conducting comprehensive due diligence activities, including CIP verification, CDD, and EDD. Adept at managing high volumes of customer inquiries, gathering critical information from internal and external sources to ensure thorough compliance and regulatory adherence. Skilled in verifying customer demographic details and collaborating effectively with cross-functional teams, clients, and compliance units to meet stringent regulatory standards. Demonstrates strong problem-solving skills and proactive engagement with regional compliance teams to facilitate CSS sign-offs and address stakeholder requirements. Committed to maintaining accuracy, efficiency, and regulatory compliance in all aspects of KYC and customer service operations, with a focus on delivering seamless and compliant customer experiences.

## WORK EXPERIENCE:

### Tech Mahindra: Customer Support Associate

(April 2024 – Present)

- Conduct detailed intelligence analysis related to cryptocurrency transactions and block chain data to identify illicit activities and uncover hidden patterns.
- Utilized advanced investigative tools and techniques to trace digital currency transactions across various block chain platform.
- Provide expert advice and guidance to cryptocurrency related investigation, also assist the clients with their account management tasks (permission changes, 2FA), troubleshooting and product issues (withdrawals, Transfer, fee discrepancies).
- Experience in BFSI and Fin-Tech sectors with the track record of success in handling high-volume customer query chats in a fast-paced environment with minimal supervision.
- Demonstrates excellent problem-solving abilities and the capacity to make prompt decisions with minimal escalations.
- Expertise in buy-now-pay-later financial service platforms.
- Identify and escalate complex cases to specialize dedicated team.

### Revolut: KYC/ATO Support Specialist

(May 2023- Nov 2023)

- Collection and verification of client data via publicly available and interacting with middle office teams. Understanding the firm's requirements when completing documentation inclusion of Client Identification Program (CIP), Customer Due Diligence (CDD) & Specialized Due Diligence (SPDD).
- Obtaining the customers significant clients from which customers they generate more revenue and their countries, also obtaining customer significant business operations, primary suppliers and their countries.
- Involving, coordination with the different level of teams, business, clients and other units to obtain the information for completion of periodic reviews in given TAT.
- Provide processing oversight of transactions, including Subscriptions, Outbound and Inbound Transfers, Internal Transfers and Dividend payments and also provide the technical troubleshooting steps
- Identify and escalate any suspicious or unusual matters to AML and Line of Business Compliance for further investigation. Helping team with the queries and providing resolution, raising queries to compliance if required.
- During the course of normal day to day operations, responsible for identifying any unusual or potentially suspicious transactions activity and must report/escalate in accordance with Corporate Policy and Operating Procedure.
- Investigated ATO (Account Take Over), First Party Fraud, Third Party Fraud, ID Theft, Synthetic ID, various form of dispute claims such as high-value dispute claim, and low-value dispute claims.

## **Concentrix Daksh Services India Pvt. Ltd.: Advisor**

(Dec 2021-Apr 2023)

- Delivered exceptional customer service through live chat conversations while maintaining a personal approach.
- Gather necessary credentials and verified information from customers.
- Actively listened to customer's requests for products and services.
- Multitasked by managing up to two to three live digital interactions by delivering exceptional customer service through live chat conversation while maintaining a personable approach.
- Effectively handled customer complaints by providing appropriate solutions and alternatives within established time limits and following up to ensure the resolution.

## **Rural Association of Women Alligatory Tribute NGO:**

Community Outreach and Administrative Support Specialist

(Jan 2021- Nov 2021)

- Facilitated changes to official government IDs such as Aadhar cards, PAN cards, and income certificates by KYC verification of the users.
- Performed data entry tasks with accuracy and efficiency.
- Followed up on cases to ensure timely and effective resolution.
- Educated the public about the benefits of new government schemes and engaged in discussions with them.

## **ACADEMIC QUALIFICATIONS:**

**Indira Gandhi National Open University (IGNOU):**

July 2017- Sept 2021 Masters of Arts in English

**University of Delhi (DU):**

July 2014- May 2017 Bachelor of Arts

## **CERTIFICATIONS:**

- Ace Certified Anti-Money Laundering Specialist (CAMS)

## **SKILLS:**

- Result and target-oriented with a proactive approach to action and change
- Strong time management and organizational skills
- Excellent communication and interpersonal skills
- Effective problem-solving and troubleshooting abilities
- Ability to work collaboratively within a team environment
- Multi-tasking capability with flexibility and adaptability
- Languages Known: English (C2), Hindi (C2)

## **EXTRA CURRICULAR:**

- NCC National Kabaddi player.
- Volunteer at RAWAT (Rural Association for Women's Alligatory Tribute) NGO.

I hereby declare that the information given here is correct to my knowledge and I will be responsible for any discrepancy.