

Anuja Narang

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SUMMARY

A competent professional with 9 years of experience in Banking & Financial Services, Service Delivery and IT, Skilled in Project Management, Team Management, Assessing & maintaining Internal Policies, Quality & Compliance assurance, Risk assessments and Data analysis that also includes reviewing AML/CFT procedures and Regulatory updates.

SKILLS

- AML/CFT
- Perform Risk Reviews
- Data Analysis
- KYC
- Risk Management
- CDD
- Compliance management
- ECDD
- Project management
- Power BI
- Governance Communication
- Stakeholder management

EXPERIENCE

Team Lead, KPMG Global Services, September 2024-Current

Gurugram, India

- Working as a team lead/centre point of contact for AML process for our member firm that includes support and perform risk based client due diligence according to policy and procedure and ensures AML regulatory requirements are met.
- Responsible helping team perform extensive internal and external research, perform customer due diligence, adverse media , source of funds, UBO structure, PEP screening, Sanction screenings and Sanction alerts.
- Responsible for conducting QC for all team members and Assistant Team Leads to improve and maintain quality outcomes.
- Training & Development with proper awareness of financial crime environment, internal and external policies, process training, refresher training.
- Responsible for maintaining team KPI-Quality, Productivity and Utilisation, Shrinkage, Capacity and leave management.
- Responsible for process improvement, saving hours, generative ai ideas, and work for betterment of the project.

Team Lead, National Australia Bank, December 2022-August 2024

Gurugram, India

- Worked as Team Lead in close association with Risk team responsible for reviewing risk case setups for client exits as per AML guidelines.
- Responsible for working on regular updates & guidelines on work pipeline with on shore team and internal team to ensure consistency and quality of deliverables.
- Improved internal controls by identifying and addressing potential risk factors within the business as per AML/CFT guidelines.
- Conduct regular sessions & meetings within team to discuss any gaps & opportunities, 1:1 discussions, performance discussions, team building.

- Engaged in managing team of AML coordinators who are involved in regular audits of AML processes and controls, identifying areas for improvement and implementing corrective actions promptly.
- Facilitated communication between various departments to coordinate efforts in addressing and mitigating AML risks effectively.

Assistant Lead, American Express India Pvt. Ltd, July 2018-December 2022

Gurugram, India

- Worked as assistant team lead responsible for finding compliant & non compliant customers by performing financial analysis, data analysis and risk analysis.
- Responsible for conducting due diligence on payment screenings, payment patterns, spending patterns, Pep involvement and help mitigating risk by taking decision on high risk and low risk cases.
- Worked as Senior Research Analyst Responsible for managing KPIs, SOPS, Regulatory Policy, presenting memos, conducting due diligence work-streams and transaction monitoring.
- Handled data analysis as a part of Anti Money Laundering team member involved in Fraud analysis, KYC, ECDD, CDD, Factoring, Credit related issues, payment issues, sanction alerts, pep alerts.
- Handled Quality Assurance within team by finding process gaps, opportunities & process improvement.
- Managed a new project-AML-EMEA & JAPA region collaborating with Project Team, Technical Team, Clients, Bank vendors, Associates & Senior Associates.
- Streamlined workflow to achieve operational efficiency.

Senior Technical Support Representative, IBM India Pvt. Ltd, June 2016-July 2018

Gurugram, India

- Ensured good Customer Relationship with better Deliveries during Voice and Non-Voice interaction.
- Managing day to day activities Leading Escalation level Queries with Ticket Dispatching & multiple other responsibilities.
- Handling inbound Tickets/emails from business users of Hertz.
- Engaged in Monitoring of the IT & network related devices and proactively raising tickets.

EDUCATION AND TRAINING

MBA

Sikkim Manipal University September 2020

Bachelor of Arts

University of Delhi October 2016

CERTIFICATIONS

- Certified Anti-Money Laundering Specialist
- Certified People Manager
- Six Sigma-Green Belt (LinkedIn)