

# Mayank Chaturvedi

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## PROFESSIONAL SUMMARY

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AML and Financial Crime professional with 12+ years of experience in Transaction Monitoring, SWIFT Payments-Sanctions Screening. Experience includes leading high-performing teams, strengthening detection accuracy through targeted training, and sustaining SLA adherence across global banking processes. Proven strengths in managing high-volume, multi-currency payment flows, supported by strong analytical expertise and a consistent focus on enhancing financial crime controls and client satisfaction.

## WORK EXPERIENCE

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### Genpact

Gurugram, Haryana

Manager – AML & Financial Crime Operations

Nov 2024 - Nov 2025

- Led a 22-member AML transaction monitoring team while sustaining SLA adherence across multiple transaction-monitoring queues for a US banking client, ensuring strong regulatory compliance.
- Elevated overall operational accuracy through targeted quality audits, error-pattern assessments, and structured coaching interventions for analysts.
- Achieved a significant reduction in false-positive volumes across critical monitoring processes.
- Executed 100% on-time annual appraisals, improving team engagement and boosting employee retention through development-focused feedback.
- Served as the primary client counterpart, enabling client satisfaction through proactive communication, governance routines, and performance monitoring.

### Ernst & Young

Bengaluru, Karnataka

Assistant Manager – Financial Crime Compliance

Mar 2022 - Oct 2024

- Oversaw 20-member AML transaction monitoring team for US and Hong Kong-based banking clients, ensuring 100% compliance with BSA/AML regulatory frameworks.
- Reduced alert backlogs and strategically rebalancing analyst capacity across high-volume teams.
- Strengthened fraud-detection capabilities by identifying high-risk entities through enhanced risk-analysis methodologies and quality checks.
- Delivered comprehensive AML training to over 50 staff members, improving detection accuracy and reducing review-related errors significantly.

### WNS Global Services

Gurugram, Haryana

Lead Associate – Financial Crime Operations

Nov 2020 - Mar 2022

- Performed Level 2 (4-eye) review of AML Transaction Monitoring validating Level 1 analysis, alert disposition, and regulatory compliance for UAE-based banking client.
- Prevented monthly financial exposure exceeding \$2M through consistent compliance checks and issue resolution.
- Maintained 100% compliance with regulatory and audit requirements by ensuring meticulous documentation and robust quality control checkpoints.
- Processed international and domestic payment requests for Financial and Non-Banking Financial Institutions (Vostro customers) via the SWIFT Messaging System, supporting compliant cross-border payment processing across multiple currencies and payment flows.

### Deutsche Bank of India Global Services PVT LTD

Jaipur, Rajasthan

Senior Analyst – AML Payment Investigations

Feb 2016 - Nov 2020

- Performed SWIFT payments-sanctions screening (MT103, MT202, MT202COV etc), Handled Level 1 and Level 2 AML Transaction Monitoring reviews (2-eye and 4-eye checks), including in-depth analysis of customer risk profiles, transaction behavior, counterparties, geographies resulting in measurable false-positive reduction and zero audit exceptions across internal and external compliance reviews.

- Resolved sanctions alerts by validating matches against OFAC, EU and determining payment-release, rejection, or escalation decisions.
- Trained and mentored eight junior analysts, increasing team-wide efficiency through focused skill development and effective escalations management.
- Supported regulatory audit processes under BSA/AML compliance by maintaining consistent documentation standards, resulting in zero non-compliance findings across all internal and external audit cycles.

## **Infosys BPO LTD**

**Jaipur, Rajasthan**

*Assistant Accountant - Operations*

*Feb 2013 - Feb 2016*

- Worked as a Level 1 reviewer for US-based banking clients, handling Transaction Monitoring alerts and SWIFT message filtering to support compliant payment processing.
- Assisted in processing cross-border and domestic instructions routed through SWIFT channels, maintaining 99–99.5% accuracy in validating transaction details and message formats.
- Coordinated with internal handling teams to keep workflows moving smoothly, contributing to improved turnaround timelines and sustaining operational reliability in high-volume environments.
- Conducted preliminary sanctions and negative-news screening on payment instructions, ensuring consistent adherence to risk standards and helping maintain SLA performance.

## **SKILLS**

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### **Technical Skills:**

AML – Transaction Monitoring | Payments and Sanctions Screening | Negative News Screening | Financial Crime Prevention and Investigation | Alert Review and False-Positive Reduction | Regulatory Compliance (BSA/AML) | Fin Crime 3.0 | SAS AML | Verafin – Alert Investigation and Compliance Tools | SWIFT Messaging System – Cross-Border / International Payment Messaging Platform | CLEAR – KYC Verification Platform | World-Check | LexisNexis – Screening Tools | Hotscan – Payments Filtering | Bloomberg | Hoovers – External Searches | Payment Investigations and Exception Handling

### **Soft Skills:**

Team and People Management | Leadership and Performance Coaching | Client Relationship Management | Analytical Thinking and Decision-Making | Attention to Detail and Accuracy | Stakeholder Coordination | Training and Capability Building | Escalation Handling | Critical Thinking and Judgment | Collaboration and Cross-Functional Coordination

## **EDUCATION**

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### **Sikkim Manipal University**

*Master of Business Administration*

**Correspondence**

*Jul 2019*

### **University of Rajasthan**

*Bachelor of Commerce*

**Jaipur, Rajasthan**

*May 2008*