

ELAKA VENKATA RAJA RAMESH

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PROFILE SUMMARY

Result-oriented professional, with close to 18+ years of experience, pursuing a dynamic role in AML Compliance, Transaction Monitoring & KYC in an organization of high repute for mutual growth and success. Last worked as an Assistant Manager Operations with close to 4.9 years of experience in team handling targeting roles across India. Senior AML, KYC & Client Onboarding professional with across Banking, BPM, and Consulting. Skilled in US client onboarding, AML/KYC operations, stakeholder management, SLA adherence, and cross-functional coordination. Strong expertise in process management, client communication, and driving seamless onboarding experiences aligned with US market expectations.

CORE SKILLS

Client Onboarding • US Client Communication • AML Compliance • KYC E2E • CDD/EDD • Fraud Investigations • SLA & Dashboard Management • Stakeholder Management • Onboarding Documentation • Project Management • Cross-Functional Coordination • Process Improvement & Automation • Quality Assurance • Training & Mentoring

PROFESSIONAL EXPERIENCE

KPMG Global Services – Assistant Manager Operations (Nov 2025 – Dec 2025)

- Handled onboarding-linked KYC refresh and AML reviews for global banking clients.
- Coordinated with stakeholders to ensure compliance checks and documentation were completed on time.
- Reviewed CDD/EDD files and validated onboarding-critical risk assessments.
- Supported onboarding quality checks, audit queries, and provided SME guidance to analysts.

Concentrix – Assistant Manager Operations (Sep 2025 – Nov 2025)

- Led AML/KYC/Sanctions teams and collaborated with cross-functional teams for onboarding case requirements.
- Managed onboarding-related TM alerts, fraud workflows, and ensured SLA adherence.
- Conducted onboarding calls, feedback sessions, and knowledge-transfer sessions for new analysts.

Hexaware Technologies Ltd – Assistant Manager Operations (Dec 2023 – May 2025)

- Review and Investigation - Led end-to-end delivery of AML compliance and risk management projects for global financial institutions.
- Oversaw client onboarding, workflow optimization, and continuous improvement initiatives across Fraud Investigations, KYC, transaction monitoring, and EDD projects.
- Acted as a primary point of contact for client escalations, project governance, and strategic reporting. Mentored and developed delivery analysts and team leads to build a high-performance client delivery team.
- Collaborate with cross-functional teams to address compliance issues and improve processes. Provide training and support to staff.
- Monitor and report on compliance metrics and performance indicators

Know your Customer:

- Customer Identification and Verification: -
- Review and verify customer identification documents to ensure compliance with KYC regulations.
- Conduct background checks and analyze customer profiles to prevent fraudulent activities.

Risk Assessment:

- Perform risk assessments on new and existing clients to identify potential money laundering or terrorist financing activities.

- Evaluate the risks associated with customers or products and escalate findings to compliance officers if necessary.

Transaction Monitoring:

- Analyze transaction patterns and behaviors for signs of suspicious activity.
- Use technology to flag suspicious customer activity for further investigation.
- Regulatory Compliance:
- Ensure all customer interactions adhere to established legal frameworks and regulatory requirements.
- Collaborate with internal teams, such as compliance and legal departments, to align KYC processes with company policies.

Documentation and Record Keeping:

- Maintain accurate and up-to-date records of customer due diligence and risk assessment findings.
- Conduct periodic reviews of KYC records to ensure ongoing compliance.

WNS BCS Ltd – Assistant Manager Operations (Dec 2020 – Jul 2023)

- Supervised project, track project performance, specifically to analyze the successful completion of short and long-term goals and monitor risks throughout the project lifecycle and take appropriate actions as needed.
- Identify and manage project stakeholders and ensure continuous communication with stakeholders to understand their needs and expectations.
- Generate and distribute project status reports, determine and allocate resources (time, money, equipment, etc.).
- Monitor and control expenses within the approved budget and ensure proper documentation of all project-related information.
- Sequential project phases, each phase must be completed before the next begins.
- Spearheading transaction monitoring operations for the US, ensuring compliance with AML regulations while managing a team of compliance Analysts to achieve operational excellence.
- Analyzing transaction data to identify suspicious activities, ensuring timely reporting to relevant authorities while maintaining confidentiality & compliance.
- Collaborating with cross-functional teams to develop and implement standard operating procedures (SOPs) that align with client expectations and regulatory standards.
- Implementing process improvements that enhance the efficiency of transaction monitoring, resulting in a significant reduction in processing times and operational costs.
- Oversaw project expenses within approved budget, maintained comprehensive project documentation, and ensured each phase was completed before proceeding to the next.
- Implementing process improvements that enhance the efficiency of transaction monitoring, resulting in a significant reduction in processing times and operational costs.
- Managed US TM onboarding operations, ensuring compliance with regulatory timelines and SLAs.
- Created onboarding SOPs, training modules, and process documents for transitioning teams.
- Tracked onboarding progress through dashboards, audit reviews, and governance calls.

HSBC EDPI – Senior Investigations Specialist (Feb 2007 – Nov 2020)

- Expertise as an SME, assessed transactions & relationships using account data from various sources, following established protocols to enhance automated detection, refine detection thresholds, and identify emerging ML/TF & Fraud patterns.
- Investigated & reported suspicious or fraudulent activities, ensuring full adherence to regulatory requirements
- Escalated alerts to L2 for further action and managed complex issue resolution at L3, involving comprehensive troubleshooting and account analysis.
- Coached & trained L1, L2 and L3 teams to enhance their problem-solving abilities and reduce unnecessary escalations.

- Conducting regular training sessions for team members on AML and KYC compliance, enhancing their knowledge and skills to adapt to evolving regulatory requirements.
- Conducted comprehensive risk assessments to identify vulnerabilities and compliance gaps, developing and implementing mitigation strategies to minimize risk exposure.
- Held team meetings to mediate disputes between AML analysts and QAs by identifying and discussing gaps in their understanding of guidance, which led to improvements in policies and procedures through constructive dialogue.
- Consistently surpassed weekly production goals set for the Team through time management of team members' weekly assignments and side projects.
- Draft and revise policies and procedures to appropriately detail business policy and implementation of such policy and support in new staff hiring.
- Managed project stakeholders and maintained ongoing communication to understand their needs and expectations.
- Managing on boarding process for new clients, ensuring all KYC documentation is collected and verified in accordance with regulatory guidelines.
- Implemented various automation solutions using Macros to streamline reporting processes & ensured team members actively contributed to driving these improvements.
- Liaised with client Managers/Relationship Managers for renewal clients, supporting them in accommodating business requirements with quick turnaround times, and updated KYC profiles in compliance with HSBC Global Standards, including completing Customer Due Diligence (CDD) and obtaining necessary documents.
- Conducted thorough risk assessments to identify potential vulnerabilities and compliance issues, developing and implementing mitigation strategies to minimize risk exposure.
- Developed, reviewed, and enforced QA policies and procedures to maintain high standards of quality and compliance across all projects.
- Conducted training sessions and workshops for team members on compliance requirements, best practices, and risk management techniques.
- Evaluated and monitored third-party vendors for compliance with internal QA standards and regulatory requirements, ensuring alignment with organizational risk management strategies.
- Conducted training sessions and workshops for team members on compliance requirements, best practices, and risk management techniques.

EDUCATION

Bachelor of Commerce (B.Com)

CERTIFICATIONS

Lean Six Sigma (Yellow & Green Belt), PMP Exam Prep – 35 PDUs, Hybrid Project Management, PMO Essentials

TOOLS & SYSTEMS

SAS Fraud Management, FCRM, FIRCO, World-Check, LexisNexis, RDC, Orbis, Factiva, NORKOM (SCION), UCM, CIA