

Customer Due Diligence Analyst for 2 years

- Experience in assisting the Customer's query on Document Verification
 - Posses analytical skill and being diligent on reporting to prevent all possible fraudulent activities.
 - Verification of documents in CEDRIC as per the guidelines given.
 - Adherence to the daily update and implementation of daily tasks.
 - Answering tickets in Kayako and verifying the documents thereby helping customers in verifying their Payza Account.
 - Verification of Credit Card documents (Front and back of Credit card and Authorization form)
 - Verification of Business Documents, eligibility of the Customer and the Business owned by them.
 - Verification of business entity as per the User Agreement of the Organization.
 - Doing additional external research if required using external tools.
 - Daily reporting of any fake accounts and altered documents.
 - Drafting appropriate responses.
 - Raising alarm on any altered documents to Team Lead/Manager.
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Offering over 1.6 years of experience as Value Banker

- Possess extensive knowledge in providing excellent customer service to improve business performance and ensure customer satisfaction
 - Experience in preparing reports and handling complete backend activities smoothly
 - Experience in analyzing customer requirement and ensure product meet customer requirements appropriately
 - Possess motivational management style with a record of being able to deliver positive results independently & under pressure
 - Handle customers effectively and efficiently with all banking operations and
 - Generating revenue from cross selling third party products.
 - Account Opening Process as per KYC Norms and AML act.
 - Account Modification Procedures as per ICICI bank policy.
 - Local remittances: drafts, transfer, inter banks transfers, NEFT and RTGS under
 - The Negotiable Instruments Act, 1881.
 - Third Party Products
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| Course / Degree | Institute / Board | Year of Passing | Grade |
|---|--|-----------------|--------------|
| B.ED | Mumbai University | 2014 | 4.23/10 CGPA |
| Diploma in Finance, Banking & Insurance | Institute of Fin Customer Due Diligence Analyst stance, Banking & Insurance | 2010 | I |
| Diploma in Financial Management | Prin. L.N. Welingkar Institute of Management Development & Research | 2009 | I |

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|-------|------------------------|------|-------------|
| B.Com | Pondicherry University | 2008 | I |
| H.S.C | K.V No. 1, CBSE | 2005 | Distinction |
| S.S.C | K.V., Thane CBSE | 2003 | I |

EXTRA QUALIFICATIONS

* Completed successfully Finacle, MS Office – Basic Computer Course (MS Word, MS Excel, MS Power Point & Internet).

COMPETENCIES

- Quick learner & adapts well to changes and pressure in work place
- Managing relationships & working efficiently with diverse groups of people
- Committed to meeting deadlines and schedules
- Leadership skills to lead projects & handle work independently
- Strong analytical and judgmental skill.

LANGUAGES KNOWN

English, Hindi (Speak, Read, Write)

DATE OF BIRTH

23rd March 1987

REFERENCE

Available on request

DECLARATION

I hereby declare that the details furnished above are true to the best of my knowledge.

Mumbai