

Doris Anyetei-Anum
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OBJECTIVE: Dedicated professional with 12+ years of experience in office human resource and management settings. Consistently achieve record-high customer satisfaction rankings, improvements to the bottom line and turnaround of underperforming operations.

Education. J. Sargeant Reynolds Community College
High School. Thomas Dale

EXPERIENCE

Work Experience:

Bank of America

AML Analyst Sr/ ILQA Analyst 11/2021

- Provide necessary support in resolving applicable AML alerts, including the escalation of such alerts into cases, when appropriate.
- Assist in the completion of case investigations, including the filing of Suspicious Activity Reports (SARs) and Continuing Activity Reports (CARs), when applicable.
- Assist with the Risk Based Due Diligence (RBDD) module of the AML monitoring system for the manual assignment of risk points.
- Assist in high level investigations as directed by senior management.
- Work with confidential data and investigations through to a successful resolution.
- Collect and examine financial statements and documents to assist in identifying unusual transaction patterns.
- Document and report the investigation findings and prepare case files for review (e.g., media search results, copies of statements/checks, results from internal system searches).
- Proactively assist in the development of metrics, including reporting information on trends, regulatory developments and specific AML and compliance related events.
- Creatively conduct research over available company systems, the internet and related databases consistent with the resolution of investigations.

- Work with management to develop short- and long-term AML compliance goals and track business unit adherence to goals and monitor outcomes. Ensure compliance AML and any related specific jurisdictional requirements, Performed daily electronic audits, report findings, and assist in other AML functions, Maintain knowledge of all applicable rules and regulations, Retained AML records (e.g., reports, logs, audit and supporting records in accordance with jurisdictional regulations Reviewed all pertinent documentation (i.e., reports, logs, forms, and supporting documents) for completeness and accuracy, Investigated and resolve any missing or inaccurate documentation found in daily audits., Ensure timely and efficient reporting of transactions considered suspicious.Maintained records evidencing the performance of audit procedures, Verified identification submitted for new account registration. Assisted in Know Your Customer (KYC) and Customer Due Diligence (CDD). And more

Virginia Department Child Support Enforcement
Nov 2021

May 2018 –

Program support Specialist III

- Open new cases, organize, and manage multiple priorities.
- Obtain and assess information/data through interviewing independently.
- Research cases to resolve difficult problems; interpret and apply policies and procedures.
- Resolving customer related technical, Software and hardware problems
- Diagnosing or resolving problems response to customer reported incidents and tickets
- Analyzed and utilize legal and financial data & automated reports.
- Entering Court Orders, Requesting more information when needed.
- Communicate effectively both orally and in writing with the general public and a diverse audience; and perform mathematical computations.
- Skilled in the use of a personal computer, Microsoft Office applications and automated information systems.
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- Enforcing court orders establishing paternity establishing child support orders,

- locating None custodian parent .
- Public Consulting Group
- Nov 2016 – May 2018

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HR Coordinator

- Execute background investigation process with the Virginia State Police and the FBI , tracking missing dispositions with courts and/or law enforcement agencies, and to analyze results in order to determine whether individuals affiliated with children and adult residential facilities and placing agencies to meet the responsibility for the safety and well-being of children and adult and to meet federal and state requirements regarding background investigations for adult, kids, and people with disability.
- Facilitate the process of hiring new employees.
- Verifies and validate all information for the Client is consistent with requested information.
- Grade background check results to determine applicant's eligibility for employment.
- Update the result in the systems to reflect a pass, fail, or partial fail based on background checks.
- Updates prospective employers with background check results.
- Communicates results of background checks with clients.
- Utilizes MMIS, PORTAL, BPM, NCJI, and OIG among other U.S Dept. of Human Services systems.
- Apply their knowledge of the criminal justice system to determine if a criminal record is legal to be considered for employment purposes.
- Gather independent information from public records sources, and employment applications to determine if applicants meet the established screening standards for new hires and contingent
- Review applications and resumes daily, matching candidates with open or pipeline positions
- Assist with employee onboarding by collecting all new hire paperwork and entering employee data in necessary systems
- Maintain accurate human resource information system records and compile reports from HR databases while maintaining full compliance with legal requirements at all times
- Utilize email templates to contact candidates and schedule phone/virtual screenings and interviews
- Conduct phone interviews to screen candidates and properly assess their qualifications
- Document candidate qualifications, salary expectations and other details to fill current open positions and develop a pipeline of potential future hires

- Maintain open line of communication with candidates to keep them updated on the status of the hiring process.

**Virginia Department of Social Services (DSS), Richmond
VA**

Apr 2014 – Nov 2016

Program Admin Specialist

- Process Snap, TANF, Medicaid overdue applications and renewals.
- Verifies and validate enrollment of insurance and Medicaid.
- Makes outbound calls to verify information needed for Determining Eligibility.
- Utilize MMIS, VACMS, Spider, and other proprietary programs to validate information.
- Upload relevant information about client for eligibility determination.
- Follow up with agencies to ensure submitted applications are processed in a timely manner
- Assist in appealing denied applications
- Update all hospital and company systems with current activity and notes.
- Submit verified billing numbers to facilities
- Provide hospital with all requested information in a timely manner

Citizens Bank

2012-2014

Fraud Data analyst /AML Analyst

Anti-Money Laundering (AML) Know Your Customer/Client Due Diligence (KYC/CDD) is part of the Global Operations organization and is responsible for client AML/KYC refresh globally. The team supports the business in completing AML/KYC due diligence checks as well as maintaining client records.

- Conducting client due diligence (CDD) and enhanced due diligence (ECDD) in accordance with internal policies, procedures and regulatory guidelines aligned to more complex Jurisdictions and/or client structures.

- Review of refresh requirements for assigned jurisdiction in line with related Client Identification Profile (CIP)/CDD Procedures to ensure adequacy and accuracy before the requirements are sent to the client.
- Liaise with sales/ client outreach teams to obtain and validate correct documentation to fulfill refresh requirements
- Perform client refresh through the review of client documentation, vendor databases and data entered into proprietary systems to Ensure all refresh requirements are met
Ensure all jurisdictional regulatory requirements related to KYC are adhered to
Support business with KYC related queries and requests
Participate in remediation, internal/external AuditsMaintains comprehensive case files and ensures appropriate documentation is retained in accordance with regulatory requirements.
- Interacts and assists Bank customers, employees, and various law enforcement agencies regarding investigations of potential fraudulent transactions and provides comprehensive and timely information.
- Makes recommendations to management pertaining to all processes and procedures related to fraud and customer disputes. Proactively looks for improvements in the processes supporting bank goals of customer service, operational efficiency, and financial success.
- Participates in ongoing training sessions for bank personnel regarding fraud as well as acts as a resource within the Risk Management Department. Assists **in other Risk Management activities as deemed necessary in order to administer the Bank's enterprise wide risk management program.**

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Work Experience:

DSS

2010-2012

Eligibility Trainer & Support Specialist

- Evaluated data from various electronic and other sources to enter information into a computer-based eligibility system.
- Compute benefits based on eligibility determination.
- Used fact-finding techniques to obtain, relate and evaluate information provided by applicants.
- Ensure Medicaid and state program claims are processed and paid within mandated 38-day timelines.
- Conduct data entry and internet searches associated with various process streams
- Perform variance testing of invoice data and research test failures
- Perform analysis of script level data to resolve a dispute or potential dispute

- Work with client and states to file or resolve disputed rebate units
- Ensure the accuracy of results based on the analysis associated with the invoice data
- Prepare payment packages and quarterly client deliverables
- Assist in managing ongoing client relationships and interface with clients to resolve specific issues
- Support ongoing software product testing
- Continually strive to improve our business services processes and programs
- Conducted investigation on potential fraudulent cases like healthy insurance benefit TANF, SNAP, Child Care, Medicaid, and More. independently conducting the initial review, evaluation and timely processing of a variety of complaints of alleged violations against health care practitioners licensed.
- Apply and explain detailed regulations and policies.
- Perform basic arithmetic functions.
- Manage time efficiently by establishing priorities in accordance with importance of deadlines.
- Training New hires on the job.