

Town: Dublin, Ireland

Citizenship : Latvia (EU/EEA)

LinkedIn: <https://www.linkedin.com/profile/view?id=AAIAAA0KISgBWdLfVeczigc8EotB7liZ9BeqUiE&trk>

05.2017 – Freelancer

2.06.2016-14.05.2017



- Undertaking quality review of clients' KYC records
- Serving as point of contact for KYC and reporting issues for designated clients
- Acting as a subject matter resource on the KYC/AML policies, procedures
- Participating in periodical discussions with clients
- Participating in team meetings on the process related updates/discussions to clarify team's queries
- Staff training on KYC and DB procedures and system
- Liaising with DB Regional SME
- Performing QA of deliverables

15.01.2016-26.05.2016 (End of project)



## Local Data operations at Google maps:

- Information analysis
- Policy violation reports and maintenance
- Existing businesses validation
- Data gathering and treatment
- Statistical reports
- Decision making on existing information

11.2014-05.2015



**PayPal (Ebay inc),Dundalk**

Customer solutions:

- accountancy
- financial industry support
- claim and dispute resolution
- funds flow tracking
- merchant operations processing
- online-banking for individual and corporate customers(B2B)
- KYB and KYC data profile check
- new customers on-boarding
- fraud prevention
- compliance

07.2013-08.2014



**Teletch (Sabre Hospitality Solutions ),Belfast**

Bilingual Representative Sales Associate

- assisting customers with travelling and apartment booking across Europe and North America
- managing existing reservations
- cross-selling properties

Operational interface : Synxis voice agent 6.1 (Sabre)

11.2009-02.2012



**IBANpay Latvia (EcoCard LTD,UK), Riga**

Customer solutions:

- Technical support of customers by assistance of IBAN Pay Ltd and existing clients in arranging credit card deposits and international bank wire transfers
- Communication with customers resident in the US and EU by means of e-mail , phone and Twitter
- Specific operator interface administration

## **SOCIAL WORK EXPERIENCE**

**AIESEC Latvian University Latvia**

01.10.2006-01.10.2007

- student volunteers co-ordination
- cultural integration seminars organization and development
- new staff training and database management

## KEY SKILLS

Excellent communication skills: Good English, German, Advanced Latvian and Native Russian

- Time management skills
- Proven ability to work independently on own initiative
- Customer service skills
- Research and analytical skills
- Good administrative skills
- Client management and new business experience

## EDUCATION

2007-2010



**Latvian University, Faculty of Sciences Latvia**

**Bachelor of Science (BSc) in Information Management**

### Assignment:

- Business Intelligence,
- Integration and Analytics
- Data warehousing, data mining
- CRM.

### Focus:

- Understand how ideas, knowledge and information are communicated and used by individuals and organizations
- Design information architecture and search engines develop communication plans and strategies manage projects manage and
- Use information effectively and describe and analyze information flows and processes within organizations
- Develop an understanding of the contemporary issues and innovations in a globalised and networked environment of organizations and corporations.

**HOBBIES AND INTERESTS**

I enjoy History and learning about Medieval History especially.

I also like Ice Hockey and have played in ice hockey teams in Latvia. I am also PC skilled.

**REFERENCES AVAILABLE ON REQUEST**