

DHANUSH CHANDRASEKAR

PROCESS ASSOCIATE

Porur | dhanushchandrasekar14@gmail.com | +91 7092805429

SUMMARY

KYC and compliance professional with 2+ years of experience in identity verification, transaction monitoring, and insurance claim processing. Skilled in reviewing KYC documents, detecting suspicious activity, and ensuring regulatory compliance across financial and healthcare domains. Strong communicator with a focus on fraud prevention, data accuracy, and smooth customer onboarding processes.

PROFESSIONAL EXPERIENCE

Prochant India Private Limited

May 2024 - Apr 2025

At Prochant, I supported both KYC verification and insurance claim review processes, ensuring accurate documentation and compliance with regulations. I resolved discrepancies in transactions and patient records, interacting directly with clients and providers. My role bridged healthcare finance with risk and compliance functions.

- Performed patient identity verification by collecting and validating personal identification details and insurance documents prior to billing, aligning with KYC-like standards to ensure authenticity.
- Verified insurance eligibility and policy coverage through payer portals to prevent fraudulent claims and reduce denials.
- Flagged and escalated mismatches or suspicious entries to the internal compliance or audit team for further review.
- Monitored documentation for compliance with HIPAA regulations, ensuring the secure handling of patient information throughout the billing process.
- Communicated with patients and healthcare providers to clarify documentation gaps or discrepancies related to insurance details.
- Supported internal audits by maintaining clear and accurate patient records with proper verification checkpoints.

Sutherland Global Services Private Limited

OCT 2022 - Mar 2024

- At Sutherland, I was responsible for handling KYC (Know Your Customer) and card transaction verification processes for a financial services client. My role focused on maintaining compliance, preventing fraud, and ensuring smooth onboarding and transaction experiences for customers.

Below is a breakdown of my responsibilities:

- Collected, reviewed, and validated customer identity documents (ID proof, address proof, etc.) to comply with RBI and international KYC norms.
- Ensured all documents met the required standards before account activation or card issuance.
- Flagged and escalated discrepancies or suspicious profiles to the compliance team for further review.
- Monitored credit/debit card transactions to identify fraudulent, suspicious, or high-risk activity.
- Interacted with customers via calls and emails to clarify document-related queries or to verify transactions.
- Provided guidance on submitting correct documents and completing KYC formalities.

ADDITIONAL INFORMATION

- **Languages:** English, Tamil, Hindi (Read & Write)
- **Awards/Activities:** Most Innovative Employer of the Year (2023), Overall Best Employee (2024),

EDUCATION

B.sc Computer Science **2018 - 2021**

Sri Muthukumaran Arts and Science College

Percentage - 86%

Higher Secondary School **2017 - 2018**

Chennai Higher Secondary School

Percentage - 70%

SSLC **2015 - 2016**

Avichi Higher Secondary School

Percentage - 69%

PERSONAL INFORMATION

Date of Birth : 14-06-2001

Gender : Male

Father's Name : Chandrasekar K

Nationality : Indian

Contact : +91 7092805429

SKILLS

Microsoft Office

Data analytics

Type Writing

IMPERSONAL SKILLS

Volunteering community activities

Reading books

Creative art works

DECLARATION

I hereby declare that all the information above is true and correct to my knowledge and belief.

REGARDS,

DHANUSH CHANDRASEKAR