



Swagatika Pradhan

AML/KYC,
Commercial Banking

Contact

Address
Kolkata , India 700156

Phone
09873209717

E-mail
swagatika2403@gmail.com

Skills

Pivot tables
[Progress bar]

Quality assurance
[Progress bar]

Due diligence
[Progress bar]

Excellent communication
and writing skills
[Progress bar]

Intermediate in Microsoft
Excel and word
[Progress bar]

Detail-oriented professional with 8.4 years of expertise in AML Institutional KYC - Periodic Review/CDD, Client Onboarding, KyC remediation and Screening. Strong analytical aptitude of customer due diligence process and methodology to identify patterns and trends to communicate risks to management. Successful managing multiple competing priorities and deadlines. Always looking for the opportunities for improvement to enhance my knowledge by continuous learning and growing in the industry, effectively utilising my professional expertise and proving valuable asset to the organization.

Work History

2021-06 - 2022-12	Business Analyst <i>Genpact , Bangalore</i> <ul style="list-style-type: none">- Worked as Business Analyst in KYC for APAC region and for European client.- Documentation checks on end to end KYC files reviewed by the analyst on various Corporate and Financial Institutes which includes liaising with the sales team and the client to procure all necessary requirements for the said KYC review or Due Diligence.- Performing QC checks on various Due Diligence like CDD, PDD, ODD, ESR, FATCA/CRS, Event Driven review and Client Onboarding.- Liaising with Client, Front Office, Compliance, Legal and Operations Personnel as & when necessary as part of KYC remediation process.- Conducting refresher sessions, addressing new updates, policy changes to retain and uplift the quality standard across the team.- SPOC/SME for any process related query.- Well versed with Screening for Entities and individuals.
2017-03 - 2021-06	Process Developer <i>Genpact, Gurugram</i> <ul style="list-style-type: none">- Worked as Process Developer in Commercial Distribution Finance team for US client.- Maintaining database where all the documents get stored in a repository and to update mainframe application after verification of documents.- Providing conclusions for each request and

- updating the comments on mainframe screen.
- Providing trainings to new hires. & conducting knowledge sharing sessions.
- Preparing weekly dashboard, allocating cases among all the available resources.

2014-07 -
2017-03

Process Associate

Genpact, Gurugram

- Worked as Process Associate in Quality Assurance team in KYC Remediation for US clients.
- Identifying accurate risk rating for individual and non-individual accounts to highlight high risk jurisdiction, high risk business and PEPs or RCAs.
- Ensure high quality standards for all the KYC profiles that are approved and submitted by the individual in line with the productivity target.
- Validating customer information with supporting documentation as per the guidelines provided for different Line of Business (LOBs) for AML.
- Escalating issues for mismatching in KYC documents.

Education

M.com: Commerce

*K.L. Mehta Dayanand College For Women -
Faridabad (Haryana)*

Additional Information

- Recognised for handling multiple short term projects on outstanding delivery with standard quality.
 - Rewarded and appreciated by client for zero escalations.
- Appreciated by client side as "Virtual Training Superstar" while in training and "Certification of Appreciation " for good work.
- Designated as SDM in HDFC Life from Jan 2013 to Oct 2013 in hard core sales.