

CURRICULUM VITAE

SONAM DWIVEDI

Experienced Onboarding Associate with a demonstrated history of working in the financial services industry. Proficient in Customer Relationship Management (CRM), KYC analysis, and verifying government documents. Skilled in communication, problem-solving, and handling customer queries.

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WORK EXPERIENCE - Oct 2021- July 2023

Merchant Operations – Paytm (SRcom soft)

• Professional Experience:

Onboarding Associate at Paytm, responsible for KYC verification, government document validation, and processing new account requests. Communicated with customers through emails, chat, and phone, to resolve their queries and ensure a smooth onboarding experience.

• Technical Skills:

Proficient in using various CRM tools, such as Salesforce to manage customer data and inquiries. Knowledgeable about the regulatory requirements of KYC and AML compliance, and able to conduct thorough analysis of customer information to ensure adherence to guidelines. Experienced in using Microsoft Office, including Excel, Word, and Outlook, for managing emails, documents, and reports.

• Communication Skills:

Strong communication skills, both written and verbal, with a demonstrated ability to communicate effectively with customers and colleagues. Skilled in handling customer complaints and resolving issues in a timely and efficient manner.

• Problem-solving Skills:

Adept at identifying and analysing customer issues and providing solutions that meet their needs. Experienced in troubleshooting technical issues related to onboarding and account management.

Computer instructor – Kendriya Vidyalaya VF, Jabalpur- Jun 2019- Mar 2020

- Proficient in Microsoft Excel, Word, PowerPoint, and other relevant computer applications.
- One year of experience as a computer instructor, utilizing computer skills in teaching and training.
- Handling and maintaining the website.
- Monthly reports and data management.
- Instructed students in various software programs including Microsoft Office.
- Developed lesson plans and teaching materials to create a stimulating and engaging learning environment for students.
- Maintained student records and attendance, and provided regular feedback to students and parents on progress.
- Managed administrative tasks such as maintaining office records and managing equipment inventory.
- Worked collaboratively with other teachers and staff to organize school events and activities.

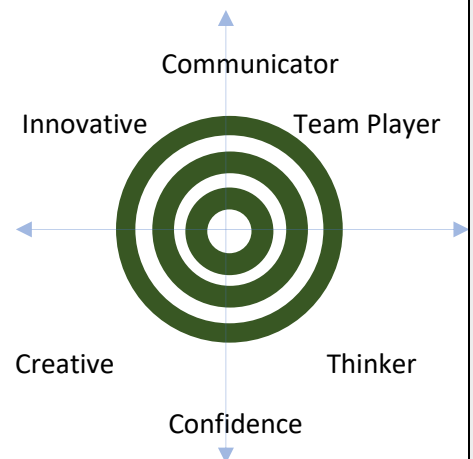


Work Skills

- Site Management
- Planning and Control
- Project Risk Analysis
- Project Management
- Resource Management
- Relationship Management
- Documentation
- Team Coordination
- Scheduling & Budgeting
- Operations Management
- Contract Management



SOFT SKILL



PERSONAL DETAILS

Date of Birth: 22nd Aug 1996

Father Name: Kamta Prasad Dwivedi

Mother Name: Baijanti Dwivedi

Language Known: English, Hindi

Permanent Address: Q. NO.543, Type-4, Sector-2, Vehicle Estate, Jabalpur-482009 (M.P.)



KEY SKILLS

- **KYC Compliance:** Demonstrated understanding of KYC processes, regulations, and procedures.
- **AML Regulations:** Thorough knowledge of Anti-Money Laundering laws and regulations.
- **Customer Due Diligence (CDD):** Proficient in conducting CDD to verify customer identities and assess risks.
- **Enhanced Due Diligence (EDD):** Experience in performing EDD for higher-risk customers and transactions.
- **Risk Assessment:** Ability to assess and categorize customer risk levels based on established criteria.
- **Documentation Review:** Experience in reviewing customer documentation for accuracy and completeness.
- **Teamwork and Collaboration:** Ability to collaborate effectively with colleagues, share knowledge, communicate openly, and contribute to achieving team goals.
- **Data Privacy:** Understanding of data privacy regulations and maintaining customer confidentiality.
- **Problem Solving:** Proficient problem-solving skills for addressing compliance-related challenges.
- **Time Management:** Effective time management to meet regulatory deadlines and reporting requirements.
- **Analytical Skills:** Ability to interpret data, identify patterns, and draw meaningful insights for troubleshooting, process efficiency, and improvement.
- **Computer Proficiency:** Proficient in basic software applications (word processing, spreadsheets, email) and industry-specific tools.



CERTIFICATION

2017 **Cyber security and cyber law**, RDVV University. –

- Knowledge of network security protocols and technologies.
- Familiarity with vulnerability assessment and penetration testing.
- Understanding of encryption techniques and secure communications.
- Experience in analyzing and mitigating security risks and threats.
- Knowledge of incident response and handling procedures.
- Understanding of security policies, standards, and best practices

2015 **Hotel Management Certification**, Skill India program. –

- Strong knowledge of hotel operations, including front desk, housekeeping, food and beverage, and guest services.
- Excellent customer service skills, ensuring guest satisfaction and loyalty.
- Proficient in managing reservations, check-ins, check-outs, and billing processes.
- Knowledge of revenue management strategies to optimize occupancy and pricing.
- Ability to effectively manage and coordinate hotel staff, ensuring smooth operations and teamwork.
- Understanding of budgeting, financial analysis, and cost control in the hospitality industry.
- Proficient in implementing and maintaining high standards of cleanliness, hygiene, and safety.
- Knowledge of food and beverage operations, including menu planning, ordering, and quality control.
- Strong communication and interpersonal skills, fostering positive relationships with guests and staff



EDUCATION

2019 M.Sc. (Cyber Security) Rani durgawati university Jabalpur.

2017 B. Sc from Mata Gujar woman's college Jabalpur

2014 Senior Secondary Education from M.P Board.

2012 Secondary Education from M.P Board.