

SONIYA

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#### CAREER OBJECTIVE

I am ready to accept the challenges, would like to work with a highly esteemed company which gives me a platform to

use my expertise and skills for growth and benefit of the organization.

#### PROFESSIONAL EXPERIENCE

HSBC - Transaction Monitoring Analyst (25th Feb 2021 to 19 Sep 2022)

Complete analysis of transactional information to identify risk, trends and potential wary activity.

Ensuring compliance with all AML laws, regulations, guidelines and written procedures effectively

Conducted AML formality report on questionable accounts and transactions identify cautionary/red flags.

Narrate and report the case to the L2 investigation if any anomalous activity found on the customer.

Close the case if no anomalous activity found on the account with evidence.

Request information from branch if required to further proceed with investigation.

Work on staff cases (part of ring fence team).

WIPRO BPS – (March 2019 to Oct 2020)

Worked as Senior Risk ops associate in Wipro BPS.

#### PROFESSIONAL SUMMARY

An accomplished Subject Matter Expert with experience in business analysis, risk investigation and elimination of

online e-commerce risk. Possess knowledge in understanding the business requirements and achieving them.

CLIENT: GOOGLE.inc

Monitoring the transaction triggered through Google wallet.

Identifying and calculating credit risk, making decision on the applications and preventing loss from fraudsters.

Have a good experience of working on Google Cloud Business accounts and complex transactions efficiently

without any Client escalations.

Working cross-functionally among teams and Business groups.

Good strategy of consulting with an Internet background.

Responding effectively to risks associated with Operational changes, system development, and emerging technologies.

Acquiring knowledge for continuous career growth and advancement.

ICICI BANK - Customer Care Executive (Sep 2016 to Sep 2018)

Furnished prompt, courteous, professional customer service in call center environment while assisting customers with account information and responding to inquiries and complaints.

Executed financial transactions according to bank policies and procedure.

Responded to customer inquiries, providing information on bank accounts, policies, products, and services.

Assessed needs of customers, suggesting products and services accordingly.

Researched and resolved service-related problem.