



# Priyanka Mhatre

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An enthusiastic compliance analyst with 12 years of experience in the banking and mortgage industry and profound knowledge in the field of loan operations. Aims to apply my comprehensive operational and customer service skill set to effectively contribute to the AML compliance department of your organization and align my growth with the vision of the organization.

## Soft Skills

Leadership

Time Management

Teamwork

Communication

Problem Solving

## Technical Skills

IT Systems &amp; Tools

Microsoft Office Suite

Software Testing

Database Management

Data Analysis

## Core Competencies

- Compliance & Regulatory Knowledge
- Customer Care
- AML Compliance
- Operations Analysis
- Data Management

## Education

- PGDM in Human Resources
- B.Com
- HSC Commerce
- SSC

## Languages

English

Marathi

Hindi

## Hobbies

Travelling

Singing

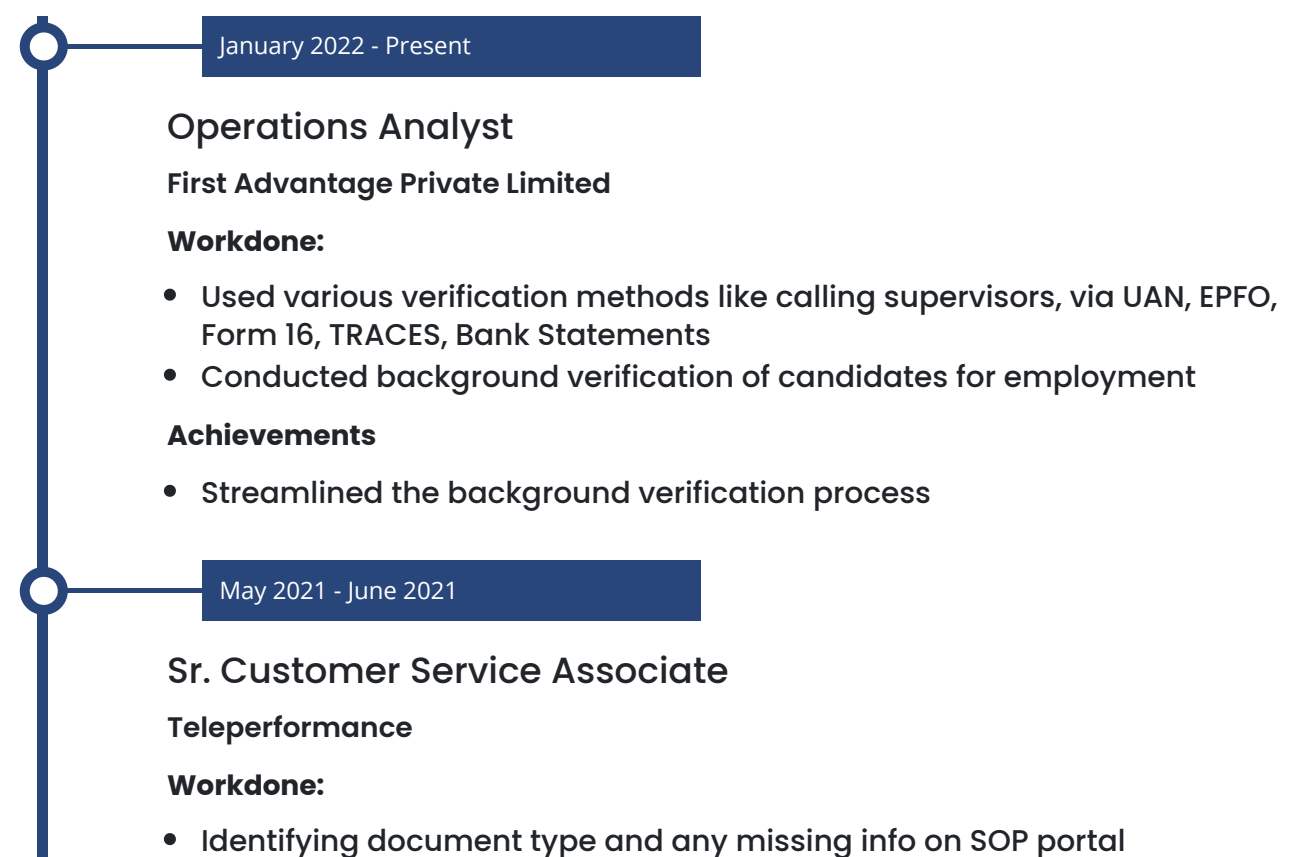
## Professional Summary

- 12+ years of experience in the banking and finance industry.
- Proven ability to handle complex operational processes and customer service.
- Experienced in conducting diligent customer background verifications, employing various methods.
- Recognized for achieving productivity and maintaining high quality consistently.
- Demonstrated leadership skills by training new joiners, assisting team lead, and coordinating efficiently in a team-centric environment.
- Skilled in utilizing end-user applications for effective software testing.
- Proficient in preparing comprehensive reports such as MIS, productivity, and QA.

## Career Timeline



## Work Experience



## Achievements

- Won a spot incentive at Datamatics for outstanding performance with respect to the target and overall quality.
- Recognized as a Star Performer in TCS Ltd. for maintaining quality consistently and achieving productivity.

- Verifying ID Documents like Passport, DL for US customers

### Achievements

- Worked on the Onfido process

November 2019 - December 2020

### Sr. Customer Service Executive

Capita India Pvt. Ltd.

#### Workdone:

- Created and renewed TV licenses, charged customers, communicated discrepancies
- Provided Customer Service to O2 customers via live chat

#### Achievements

- Efficiently handled customer queries and significantly reduced discrepancies

July 2013 - July 2019

### Sr. Associate

TCS Ltd.

#### Workdone:

- Prepared MIS, Productivity, and QA reports, trained new joiners
- Worked on Pre-foreclosure MERS Drafting (Mortgage)

#### Achievements

- Suggested process improvements

November 2012 - July 2013

### Customer Service Executive

Muthoot Fincorp Ltd.

#### Workdone:

- Provided Services like Gold Loan Disbursement, gold appraisal
- Handled cash and walk-in customers, managed daily Reports

#### Achievements

- Cross-sold Apollo Munich health insurance policies and secured debentures

November 2010 - February 2012

### Jr. Officer

Datamatics Financial Services Ltd.

#### Workdone:

- Called customers to verify Details and update their KYC

#### Achievements

- Outperformed with respect to Target and Quality, won spot incentive

May 2007 - June 2009

### Jr. Recruiter

Orbit HR solutions

#### Workdone:

- Recruited candidates for various domestic and international BPOs

#### Achievements

- Recruited candidates for various profiles increasing company's manpower

## Projects

### Employment Background Verification

- Maintenance and updating of records
- Ensured timelines of verification process
- Background check of prospective candidates
- Utilized various methods for verification
- Coordinating with various stakeholders