

Shashikala CB

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SUMMARY

Banking professional with 8+ years of experience in asset finance, loan settlement, AML, fraud investigation, media monitoring and technical service desk support.

EXPERIENCE

AML Analyst – Financial Crime Threat Management, Australia and New Zealand Banking Group, Bangalore [November 2020 – September 2022]

- Monitoring financial transactions and responsible for identifying potentially suspicious activities such as money laundering and terrorist financing.
- Effectively ensured that the guidelines and procedures are in line with anti-money laundering laws, regulations as well as standards.
- Escalating potentially suspicious transactions and suspected money laundering activities to the next level of investigation.
- Working knowledge of TMS (Transactional Monitoring System), Fraud investigation, SUAR (Suspicious Unusual Activities Report), CEM (Child Exploitation Material), Extremism, and media monitoring.

Analyst – Service desk (Group Technology), Australia and New Zealand Banking Group, Bangalore

[July 2019 – October 2020]

- Diagnose and resolve a wide range of technical issues over calls and chat support.
- Take the ownership of the call and follow it through to closure.
- Increased customer satisfaction by resolving issues with windows, network and web-based applications within the expected time frame.

SKILLS

MS Office, Troubleshooting,
System administration,
Remote Desktop, Technical
and End User Support.

ACHIEVEMENTS

Awarded outstanding performer for 2016–2017, 2017–2018, 2020–2021, and 2021–2022 in Australia and New Zealand Banking Group.

LANGUAGES

English, Hindi, and Kannada.

PERSONAL DETAILS

Gender : Female

Nationality: Indian

Date Of Birth: 28 March 1992

LinkedIn:
<https://www.linkedin.com/in/shashikala-cb-0a2619184>

Senior Analyst – Asset Finance Origination, Australia and New Zealand Banking Group, Bangalore

[May 2015 – June 2019]

- Experience in Auto loan settlements by verifying and evaluating the documents and taking decisions for settlement.
- Performing income calculation.
- Performing electronic verification for the customers and completing customers KYC check.
- Ensure the documents are reliable as per the set business standards and norms.
- Close liaison with Doc Prep and Sales Consultants team to promote quick settlement and deliver customer satisfaction.
- Cross skilled in Asset Finance.
- Prepare a loan contract for Business Equipment Finance (BEF) based on the requests from the asset finance manager checking whether all the documents are accurate.
- Analyzing the entity structure of the customer.
- Creating Purchase invoice to disburse funds to the respective team.
- Supported PPSR team in a mini project.
- Cross skilled in SBF Doc Prep.
- Providing training/knowledge transfer to new employees & assisting the automation team with process workflows.
- Handling customer escalation and delivering positive customer experience within the SLA.
- Conducting internal audits in order to check the accuracy of the day-to-day work data captured by individual staff and provide feedback.
- Stepped in & managed the workflow, Queue management, TAT reports in PL's absence.

EDUCATION

Bachelor's in Business Management (Mysore University), MMK & SDM First Grade College for Women Mysore, 2013, with an aggregate score of 77%.