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| Mary Shirley Gladson  Operational Risk Analyst   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | |  | +917871002383 |  |  |  | | --- | --- | |  | shirleydanny2349@gmail.com | | |  |  | | --- | --- | |  | https://www.linkedin.com/in/mary-shirley-gladson-c | | |

Meticulous Compliance professional with 10 years of experience in Regulatory, Compliance, and Financial Services, I possess a broad and unique skill set and knowledge base. I will strive to align my professional skill set with organizational objectives. Extensive knowledge of KYC, EDD, CDD, and AML regulations with strong critical thinking and sound decision-making skills.

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|  | **Work History** |

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| 2015-10 - 2021-12 | **Senior Compliance Analyst**  **PayPal India Pvt. Ltd, Chennai**   * Analyzed customer data and documentation to identify potential risks associated with money laundering, terrorist financing, or other illicit activities. * Prepared detailed reports documenting findings from investigations and recommended appropriate action to be taken in accordance with bank policies, and procedures. * Utilized various compliance databases and tools (e.g., World-Check, LexisNexis) to perform due diligence research on individuals and entities. * Manage customer onboarding verification process to ensure compliance with AML rules and regulations, including reviewing quality and completing customer due diligence. * Complete analysis of transactional information to identify risk, trends, and potential wary activity. * Performed the required KYC screenings on customers documenting the information obtained on the client's as required by global KYC procedures.   **People Management Responsibilities:**   * Provided training, and mentoring sessions to more than 30 team members in several compliance global workflows. * Effectively managed a team of 15 members and guided them to achieve their goals. * Managed several projects in compliance (AML & KYC) automation processes in the US, EU, AU, India, and CA helping the company reduce overtime workload. * Suggest any validations and improvements to the business/development team that can improve the user experience for the particular feature we are testing occasionally. |

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| 2014-06 - 2015-07 | **Customer Service Executive**  **Groupon Shared Services, Chennai**   * Responded to customer requests for products, services, and company information. * Handled escalation tickets of Goods and Getaways deals. Stay updated with knowledge of the internal ticketing system, customer portals, back-office databases, Groupon redemption procedures, and specifics around different merchant features. * Maintained customer satisfaction 100 % with forward-thinking strategies focused on addressing customer needs and resolving concerns. * Handled customer inquiries and suggestions courteously and professionally. |

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| 2011-06 - 2014-05 | **US Payroll and Taxation Specialist**  **Aon Hewitt, Chennai**   * Work with Trusts to ensure funds are getting funded to participants on time. * Review Rollover, Roth, IRAs, and 401k Plans to ensure they qualify under IRS and plan guidelines and regulations. * Manage and assist individuals with the preparation of US tax calculations. * Create a Standard Operating Procedure for any new project per Clients' requests and implement the same. * Developed and maintained courteous and effective working relationships. |

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|  | **Education** |

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| 2008-04 - 2011-04 | BBA: Business Administration and Management  Women's Christian College - Chennai, India |

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|  | **Accomplishments** |

* Received a prestigious Global Level "Gold Award" in 2013 for using innovation to improve current processes and systems' quality, effectiveness, and efficiency.
* Recognized as highest marks for customer satisfaction for 2014 and awarded the "Customer Satisfaction Award".
* Received a distinguished "Spot Award" globally for top performance and 100% quality in Q1'17.
* Part of Work Force Management to analyze and ensure key metrics, SLA, and required resources are available to complete the daily tasks.

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|  | **Certifications** |

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| 2022-11 | Certified Anti Money Laundering Investigator (CAMI) |