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| Profile A detailed oriented and initiative driven professional with extensive experience in banking industry. Seeking a challenging position for career advancement to provide exceptional customer service to internal and external clients . Contact PHONE:  7208679541  EMAIL:  Ashwini.aravindakshan@gmail.com Hobbies Pencil sketching  Watching movies  Reading books  Listening to music |  | ASHWINI ARAVINDAKSHANEDUCATIONBachelor of Banking and Insurance from Mumbai university 2012 - 2014  61% WORK EXPERIENCEJ P Morgan Chase & CoSanctions investigator/ analyst January 2017 – March 2018   * Experience in identifying OFAC sanction risks on commercial banking clients. Responsible for performing sanction review on clients who has exposure to sanction countries and investigating the business relationship of the client with bank. Work with the list of customers with sanctions connections to consider additional controls relating to their payments. * To ensure full compliance with pertinent rule and regulations. Escalates issues discovered during ongoing review and assessment of AML/OFAC compliance risk that require escalation to senior management for direction on resolution. * Responsible to perform full review on the customer by understanding their nature of business, buyers and suppliers, transaction history of the client and perform various check to understand the total level of exposure and risk appetite. * Experience handling and leading National and International Funds Transfers with Experience in Investigation (USD Currency), Analysis, Operation Related to Funds Transfer for Europe region. Interpreting Inquiry / SWIFT messages from Bank/ Corporate customers and taking appropriate measures to resolve queries Check source of funds, client screening and screening of OFAC hits. * Checking for PEPs and fraud payments Communicating with major financial institutions and corporate customers around the globe using Swift and Emails to resolve investigations in a time bound manner, focusing on complete customer satisfaction. Handling queries like Unable to apply credit, Amendment, Recall, Return of Funds, Beneficiary Claims non receipt of funds, Re-effect of funds. * Processing International payments for USD currency and preparation of swifts. Working knowledge of PRPC (Pega Rules Process Commander).    Axis Bank Ltd.Customer service officer November 2015–august 2016   * Maintain status as a bank officer by assisting branch manager in everyday duties and local out of office functions. * Assist management with the maintainence of branch CIF records on a consistent basis. * Assist with branch production and growth by servicing consumer and business customers. * Meet sales goals set by management. * Actively participate in sales and service campaigns as directed by management. * Follow all customer service excellence service standards and problem resolution procedures, and assist with branch floor management. * Proactively assist management with implementing steps to improve branch and customer profitability through expense management and revenue growth.  **SKILLS**  * Skilled in using popular softerware applications such as Word excel, poerpoint and access as well as internet research and communication tools. * Service orientation * Jugdement and decision making * Complaince * Anti- money laundering * KYC * Duedeligence * Swift , prpc,eserve |
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