

PERSONAL INFORMATION

Liva Karlivane

📍 Miera street 4-3, Riga, LV-LV-1001 (Latvia)

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Sex Female | Date of birth 24/10/1988

JOB APPLIED FOR

AML Expert

WORK EXPERIENCE

01/12/2015–Present

Risk Analyst

Ibanpay SIA, Riga (Latvia)

- Checking system alerts and any escalated issues from Customer support and other departments
- Adjusting/creating risk related procedures for any changes in product, regulations and/or customer behavior
- Monitoring user transactions and activities, identifying suspicious patterns
- Communication with PSPs regarding client payments
- Implement solutions with internal/external fraud management tools to prevent repeated cases
- Preparing ad hoc reports/overviews for stakeholders
- Ensuring client activities are in line with regulatory requirements and AML policies - analyzing existing and requesting additional information
- Providing ongoing procedure training and assistance to support operators and KYC training for new employees

01/06/2014–01/12/2015

Customer support shift leader

Ibanpay SIA, Riga (Latvia)

In addition to regular customer support operator duties - managing shift:

- assigning tasks for operators on the shift and following fulfillment
- being main contact person for internal/external communication on the shift
- advising operators regarding system and procedures
- preparing shift reports

14/01/2014–01/06/2014

Customer support specialist

Ibanpay SIA, Riga (Latvia)

- providing support to <https://www.ecopayz.com> customers via e-mail and Live chat
- monitoring 24/7 systems and escalating any issues
- reporting system bugs and suggesting improvements

01/2013–07/2013

Customer Service Representative

"Euro Live Technologies" Ltd., Riga (Latvia)

- Monitoring dealers and gaming floor

- Participate in training process
- Assistance to the dealers
- Registering technical faults
- Maintaining work files (MS Excel)

08/2010–01/2013 Casino dealer – video stream presenter

“Euro Live Technologies” Ltd., Riga (Latvia)

- Conducting games and keeping track of the games and player’s actions on all applicable rules and regulations
- Assistance to the players

07/2008–03/2009 Operator, customer support specialist

Lattelecom BPO, Riga (Latvia)

- Serve incoming calls
- Registering technical problems
- Back-office

EDUCATION AND TRAINING

01/09/2017–Present First level higher education in Information Technology

Alberta College, Riga (Latvia)

09/2008–06/2009 First level higher education Professional study programme

University of Latvia, Riga (Latvia)

Computer Science

09/2005–06/2008 Secondary education

Agenskalna State Gymnasium, Riga (Latvia)

Mathematics - computer science class

PERSONAL SKILLS

Mother tongue(s) Latvian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
Russian	B2	B2	B1	B1	A2
German	B1	B1	A2	A2	B1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

- Ability to work in multicultural environment
- Ability to work as a member of the team

Organisational / managerial skills

- Experience in training process within current position
- Multi-tasking as different requests received via various communication channels on daily basis

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Independent user	Proficient user	Independent user	Independent user	Independent user

Digital skills - Self-assessment grid

- Very good command of MS Office (Excel, Word, Outlook)
- Basic programming skills (C++, HTML, CSS, SQL)