

VAGHARSHAK ELBAKYAN

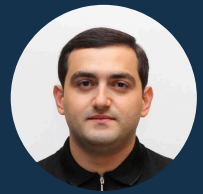
Compliance Analyst

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Yerevan



EXPERIENCE

Compliance Analyst

ACX Compliance

04/2024 - 04/2024 Yerevan, Armenia

- Investigating customer activities to detect money laundering and other potential risks
- Assessing customer profiles and behavior to determine if further investigation is required
- Conducting investigations into transaction monitoring alerts
- Performing transaction screening using blockchain analytics tools such as Elliptic, Chainalysis, TRM
- Monitoring and documenting any unusual activity or potential AML flags
- Establishing and maintaining strong relationships with various of Client's departments (legal, customer service, operations and VIP) to ensure operational synergy as long as consistent with Supplier's obligations under SOW and the law
- Participating in both internal and external training programs related to AML/CFT and other relevant subject matters

Customer Support Specialist

Bybit

01/2023 - 03/2024 Remote

- Addressing customer inquiries, resolving issues related to account management, transactions, and platform navigation, and ensuring a seamless user experience
- Interacting with customers through various channels, such as live chat and email in timely and professional manner
- Experience with customer support software, CRM tools, and ticketing systems such as Salesforce and AWS
- Monitor and manage customer feedback to continually improve service quality and user experience

Senior Customer Support

All State Logistics

08/2020 - 10/2022 Yerevan, Armenia

- Managed and organized team's work to improve productivity
- Helped with troubleshooting team issues
- Assisted with translations and localization of support materials to ensure clear communication with global users
- Solved escalated complex issues from appropriate internal teams while maintaining ownership until resolution

Freight Broker

TriStar Transit

09/2019 - 08/2020 Remote

- Organizing transportation logistics between shippers and carriers.
- Secure cost-effective pricing for both clients and transporters.
- Monitoring progress and updating clients on the status of deliveries.
- Developing and maintaining strong client and carrier partnership

Customer Service

TASHIR Group

02/2016 - 09/2016 Yerevan, Armenia

- Addressed customer inquiries, provided support, and resolved complaints.
- Accurately documented customer interactions, transactions, and issues.
- Offered additional products or services when applicable.
- Achieved targets related to call resolution time, customer satisfaction, or sales.

EDUCATION

Bachelor degree of Linguistics in

Russian Armenian (Slavonic) University

01/2012 - 01/2016 Russian Armenian (Slavonic)

- Bachelor degree of Linguistics in
- Bachelor of Arts

SUMMARY

Compliance Analyst/Customer Support Specialist Results-driven professional with over 3 years of experience in the cryptocurrency industry, specializing in compliance analysis, Anti-Money Laundering (AML) practices, and customer support. Expertise in ensuring adherence to regulatory requirements, mitigating risks, and maintaining internal control processes. Proficient in AML procedures, conducting transaction monitoring, and identifying suspicious activities to prevent financial crime. Skilled in resolving complex customer issues, educating users on crypto products and security practices, and ensuring seamless user experiences. Adept at managing high-volume inquiries while upholding compliance standards and fostering customer trust in fast-paced, evolving environments.

LANGUAGES

Armenian

Native



English

Proficient



Russian

Advanced



SKILLS

AML

KYC

Blockchain

CRM

Excel

MS Word

Data Analysis

Jira

Salesforce

Slack

Zendesk

Haodesk

Analytical Skills

Multitasking

Transaction Management

Risk Management

PASSIONS

Doing sports

Playing chess

Watching movies

KEY ACHIEVEMENTS



Developed and Implemented Anti-Money Laundering (AML) Framework:

- Successfully created an AML compliance framework, reducing the company's exposure to illicit activities by 30%, ensured timely submission of required regulatory reports (e.g., SARs, CTRs) to financial authorities, maintaining 100% compliance with local and international regulations.