
Shivam has 5.5 years of experience in KYC AML, Due Diligence, Sanctions and PEP Screening and Transaction Monitoring processes, and Debit Card Fraud Prevention.

Wipro Private Ltd. (Noida)**Senior Fraud Analyst – Anti-Fraud Prevention****(Dec 2017- Present)****KYC and Due Diligence for a multinational pharmaceutical company**

- This included conducting research on the new and existing clients in India in line with the Financial Crime Compliance guidelines.
- Conducted research for new client submissions, old client reactivation, client maintenance and as a part of on-going monitoring.
- Responsible for verification of the information provided by the clients and gathering information on registration details, personal details, directors and shareholders and ultimate beneficial owners.
- Adept in conducting research on various databases including Orbis, Accuity (World Compliance), public domain sources, corporate registries, stock exchanges etc.

Due Diligence for an American multinational retail corporation

- This involved conducting KYC remediation and fresh KYC for over 100 counterparty vendors based in India with 3 different types of due diligence level based on the risk associated with the counterparties - BDD (Basic Due Diligence), SDD (Simplified Due Diligence) and CDD (Customer Due Diligence).
- Preliminary checks conducted for PEP and OFAC screening before on-boarding of customer and merchant
- To check customer's KYC (PAN, UID, Voter, Passport and other Govt. authorized ID proof)

Sanctions and PEP Screening for an investment bank

- Performing name screening on customers / third parties using databases such as Accuity and Worldcheck.
- Concluding the screening as False Positive or escalation of positive hits to L2 team for further investigation.
- Assigning risk flags ranging from low to high based on the search results and findings.

Transaction Monitoring for the Indian office of an American multinational bank

- Monitored the alerted transactions of the bank customers to identify any suspicious transaction by looking into the KYC files, understanding the behavior & transaction pattern of the account.
- Escalating the transactions involving high risk or sanctioned jurisdictions or parties.
- Escalating the suspicious transactions the senior AML team for further investigation.

Quattro Processing Services Pvt. Ltd. (Gurgaon)**(July 2017 – Oct 2017)****Senior Fraud Analyst**

- Responsibilities included to verify the document for KYC completion given by customers.
- Ensuring customer data entered in bank application is correct before being entered to the Core Banking system.
- Handling customer complaints and escalations (Internet banking/Mobile Banking).
- Providing temporary credit, when customer raises a fraud claim dispute against his loss.

- Closing all escalated issues within the a turnaround time.
- Handling the International suspicious transaction on customer's debit/credit card.

Additional responsibilities

- Responsible for maintaining the daily activity (Data Allocation and collation) for all agents and send reports to reporting authority.
- Follow up with FCU (Fraud Control Unit) team in regards to customer complaints.
- Blocking/Unblocking of debit and credit cardz on the basis of customer request or by system triggered request on daily basis.

Fraud Analyst

(Feb 2016 – May 2017)

Debit Card Fraud Prevention

- Conducted reviews and analysis on ATM credit and debit card transactions, online banking, mobile and bill payment reports to identify potential fraud.
- Worked on the Debit Card (MasterCard/Visa) transactions which are disputed by the bank customer.
- Recommend solutions to improve card not present transaction on online retails processes to minimize fraud risks.
- Detection of fraud from real time based transaction on visa verified application and other various client end applications (like, Falcon and Taser) used for cross checking data.
- Reviewed customer accounts on basis of high risk trigger (multiple bulk payment) to ensure AML/ Account takeover activity to minimize the risk.
- Highlighting/reporting such accounts to U.S. Federal reserve agency as federal regulatory.
- Issuing security adjustments to the Cardholder.
- Identifying whether the transactions are made, done by customer or by the fraudster.
- Understand the spending behavior of customer by regular reviews of cases to catch up the new fraud trend at specific intervals.
- Blocking of cards if unusual pattern of transactions is identified.
- Processed and reviewed regular transactions to identify the fraudulent activities.
- Reporting High balance to credit rating agency Transunion, Experian and Equifax.

Technical Skills

- Advance Excel – Vlookup, Pivot Table, Data Validation
- Technical Skill – SQL-Working level
- Office Application – Outlook, MS-Word, MS-Excel and MS PowerPoint

Education

- Post Graduate in Finance, PGDBA from Symbiosis Institute, Pune (2017-2019)
- Graduate in BBA (Management and Accounting) from Agra University (2012-2015)
- 12th from C.B.S.E Board (2012)
- 10th from C.B.S.E. Board (2010)

