

Bharti Duseja

Summary

Senior software engineer with work experience of 12 years with **Bank of America Continuum Solutions**. Skilled in areas of ATM domain, compliance and corporate security with focus on fraud prevention, having financial crime and terrorist financing, and quality assurance of information and/or reports. Experienced in due diligence investigation using public and private databases in accordance with Anti Money Laundering (AML).

Technical skills:

- Tableau, SQL, MS-Business intelligence, MS-EXCEL, Business system analysis
- Micro strategy, MY CTO
- Excellent communication skills
- Advanced problem solving abilities
- Team Management
- MIS Reporting

Tableau Experience Summary:

- Skilled in creating advanced and interactive dashboards, complex BI reports, SQL Queries, Performance Tuning, & MS-Excel.
- Developed advanced visualizations with drill, KPI, complex calculation to manipulate the data.
- Skilled in Developing Performance Dashboards, Scorecards, Geo Maps, Metrics, KPI, Prompts, Drills, Charts/Dashboards. Versed in Parameter, Quick, Cascade, Context & Action filter, Set, Group & Bin.
- Implemented advanced geographic mapping techniques; used custom files and geo coding to build spatial visualizations of geographic data, Designed, developed and provided support to BI solutions.
- Skilled in designing, developing and deploying rich graphic visualizations with drill through and drop down menu and parameterize slider or 'Type In' option.

Project Experience summary-Bank of America Continuum solutions-ATM Domain (Senior software engineer)

- Migration of reports from excel to tableau using analysis as per requirement.
- Developed rich, insightful, complex and interactive dashboards and stories.
- Created actionable dashboard and to minimize manual intervention and to save operation resources by informing them about low/Non ATM transactions.
- Created survey dashboards using advanced geographic mapping techniques to find out less occupied surveyor so they can be assigned with new surveys in their nearby location to best use the resources.
- Automated data refresh and report distribution.

Achievements

- Saved 30% cost of operation resources by stopping the manual work on low/Non ATM transactions.
- Incorporated technical and modern design efficiencies that improved client response time by 150%.
- Awarded in every quarter.

Bank of America Continuum solutions-KYC/AML Due Diligence(Team Leader)

Job Profile:

- Manage a team of KYC. Conduct regular team connects to understand process details.
- Review the quality of work delivered by the team
- Lead the team meetings
- Oversees the training of new employees.
- Provide timely feedbacks and coaching to the team.
- Conduct yearly appraisals of the team.
- Maintain the process related MIS documents and seek approval from the relevant supporting partners/FLUs
- Responsible for conducting Customer due diligence(CDD) and enhance due diligence on corporate clients
- Verifies all aspects Client Identification Program(CIP) and necessary account opening documents are provided and in accordance with Know Your Customer(KYC) standards
- Identifies accurate risk rating for individual/non-individual accounts to highlight high risk jurisdiction. Cash intensive high risk business and politically exposed persons(PEP)
- Completes extensive due diligence investigation using public and private databases in accordance with Anti Money Laundering(AML)
- Conducts enhanced due diligence research in attempts to find derogatory /background information used to aid client advisor's decision in initiating , maintaining or closing business relationships
- Ensures final reports are comprehensive, compliant and suitable for use in the client on-boarding decision making process
- Performance on detailed Sanctions/ Negative News Screening reviews utilizing available tools, various third-party and internal databases
- Identify and review client accounts for potential matches to designated sanction targets and prohibited persons lists
- Identify, communicate and remediate process breakdowns and best practices
- Having regular Connect with LOB to understand the process requirements and regulatory changes.
- Drive a culture of efficiencies / productivity
- Recommend enhancements to AML policies or procedures to ensure continuous improvement to overall AML .
- Helps test functionality of new due diligence software/databases by identifying areas of improvements.

Bank of America Continuum solutions-Small Business Enablement(Senior Analyst-Team Developer)

- Work for Small Business Enablement “ Team. To remediate credit controls and credit line of business for the perspective and existing clients.
- Research the client information in different search engine to get every small detail of the new and existing clients.
- Monitoring the requests completed within the TAT and is duly uploaded in the system.
- Quality Audit of the team in order to check whether the profiles have been changed correctly.

- Once the research is completed the information is uploaded in the CRA queue system.
- Answer and respond to the queries of the clients through mailbox.
- Train the on-shore team (U.S.A) as per the business requirements.
- Attending call with Line of Business for the migration of new business as well as new sub parts for CRA.
- Working as an SME, and also taking care of CRA data integrity process updates and reports . It is linked with OCC regulatory body of U.S.A.
- Executed and shared multiple ideas for the process Improvement.
- Primary research done through NACIS and SIC code of the client.

Bank of America Continuum solutions-Small Business Enablement(Analyst- Senior Analyst)

- Worked as Analyst in the Home Loans & Insurance.
- Played vital role to train and coach other colleagues for cross training which lead to increase the productivity.
- Maintain and update the training tracker for the team.
- Support fellow team members on queries relating to process have innovative approach to work and continuously identify and implement process improvements.
- Was entrusted with the responsibility for maintaining attendance and scheduling leaves for the team
- Team Handling: Handled team responsibilities in the absence of the manager (Transport Rostering & Roster for calling hours, Associate Productivity Tracker.

Educational Qualification:

- Class X and Class XII from CBSE Board
- Graduation(BCA) from GGIPU University in 2008

Personal Details:

Name: Bharti Duseja
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