

Akshay Arora

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PROFILE

- 3+ years of experience in the banking and financial sectors across the UK, US, EMEA, and APAC regions.
- Acquired proficiency in Anti-Money Laundering (AML), Customer Due Diligence (CDD), and Enhanced Due Diligence (EDD) protocols.
- Highly self-motivated with excellent interpersonal skills and a proven track record in exceptional performance, team management, and delivering outstanding customer service.

ACHIEVEMENTS

CHAIWALA (UK)

- Received accolades and recognition from leadership for exceptional performance across all areas, including practices, productivity, and consistent quality.

GENPACT (INDIA)

- Recognised as a STAR Performer for numerous quarters and acknowledged with multiple AOB accolades for consistently surpassing expectations.

TECHNICAL SKILLS

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| • KPI dashboard | • Microsoft Excel (Pivot Table, VLOOKUP), Outlook |
| • Reporting/MIS | • Microsoft Word |
| • Team management and leadership | • TABLEAU |
| • Strong interpersonal and communication skill | • Rahino, Jira, Zendesk, Phoenix |

CAREER HISTORY

SSP SABLE & CO.

Duty Manager | Feb 2024 - May 2024

- Led, motivated, and managed front-of-house and back-of-house staff, coordinating schedules and conducting regular training sessions.
- Greeted and engaged with guests, handled complaints promptly and courteously, and implemented improvements based on customer feedback.
- Monitored and maintained inventory, reducing stock discrepancies by 10%.
- Assisted in budgeting, monitored financial performance, prepared reports, and worked to achieve sales and profit targets.

LEOVEGAS GROUP

AML Analyst | September 2023 - January 2024

- Performed comprehensive CDD, EDD and CTF on high-risk customers, to verify identities and assessing sources of funds .
- Evaluated suspicious behavior, collaborated with stakeholders to determine appropriate actions based on risk levels.
- Conducted assessments and investigations within established SLAs, adhering to compliance policies and industry standards.
- Applied AML/CTF & Sanctions regulations, internal compliance policies, and industry standards.
- Managed onboarding for trusts and charities, ensuring compliance with jurisdictional requirements.
- Utilized screening tools and advanced analytical software, enhancing transaction monitoring efficiency.
- Analyzed transactions in linked accounts, flagged unclear transactions, and included them in KYC requests or escalated as necessary.
- Supported ad hoc requests from the MLRO department, the RFP (Risk, Fraud and Payment) team and other relevant stakeholders.
- Actively participated in regular training sessions to stay updated on emerging trends and compliance standards.

CHAIWALA

Assistant Manager | February 2022 - August 2023

- Built and maintained client relationships, achieving a 30% increase in repeat business.
- Analyzed customer data and feedback to identify upselling and cross-selling opportunities.
- Managed employee hiring and training, improving retention rates by 20%.
- Stayed updated on business trends and developments to ensure providing the best advice and recommendations to

clients and customers.

- Prepared departmental schedules and payrolls for employees monthly.
- Drafted monthly reports on company financial metrics to assess successes and account for deficiencies.

GENPACT

KYC Analyst | June 2020 - August 2021)

- Assisted in executing KYC processes, ensuring 100% adherence to regulatory requirements.
- Verified and validated customer information, documents, and financial transactions to mitigate risk.
- Continuously monitored customers and related individuals, handling politically exposed person (PEP) and sanction alerts.
- Identified and investigated suspicious activities or discrepancies in customer data and escalated potential risks to the appropriate department.
- Collaborated with compliance officers and stakeholders to address KYC-related issues.
- Conduct periodic reviews and updates of customer profiles to ensure ongoing compliance.
- Processed outward remittances for retail customers, conducting EDD (Enhanced Due Diligence) before transaction were processed.

Key Achievements

- Successfully managed high-risk customer investigations, leading to enhanced compliance and risk mitigation.
- Implemented efficient AML processes, improving overall compliance program effectiveness expectations.
- Developed and maintained strong relationships with key stakeholders, contributing to seamless operational workflows.

ACADEMIA

Education/Professional Qualifications

- **MSc International Business Management, Staffordshire University September 2021 – September 2022 United Kingdom**
- **Bachelor of Commerce Rohilkhand University, April 2017 – March 2020 INDIA**

Reference: Available upon request.