1. Adjusted end-to-end KYC process needs to align with workforce capabilities.
2. Prepared high-risk reviews with results and recommendations for customer onboarding, closure and retention.
3. Advised Team Manager and QC Managers of thematic issues to incorporate best practices for future processes.
4. Consulted with compliance department to create regulatory reports.
5. Supported KYC processes for prospective and existing customers.
6. Conducted KYC formality reports on questionable accounts and transactions.
7. Facilitated communication with onboarding team to gather information and onboarding documentation.
8. Monitored testing results on related controls from business unit compliance officers.
9. Educated staff on anti-money laundering and financial crimes to escalate concerns to senior members of PSR team.
10. Provided input to company decisions for prospective suppliers.
11. Complied with internal controls and government regulations.
12. Made decisions and recommendations about extending lines of credit.
13. Controlled credit exposure by providing financial order management support to minimize risk and obtain timely payment.
14. Conducted financial review of customer lines of credit by assessing company financials and initiating credit application reviews.
15. Performed credit reviews on corporations to assess financial conditions.
16. Improved understanding of financial statements, which helped in assessing risk.
17. Conducted presentations to upper management and executive teams for loan recommendations.
18. Reviewed customer files on regular basis to make sure receivables were in sound condition.
19. Worked in tandem with sales team and customers to negotiate payments and verify account reconciliations.
20. Minimized accounts receivable collections and reconciled customer billings and statements.