AROCKIYARAJ P L

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Key Skills

- **FLOD - Payments Screening, Business Transaction Monitoring, Customer Name Screening**
- **Email Etiquette**
- **Customer Service**
- **Fircosoft, World Check, Accuity, Vrisk**
- **Problem Solving, Flexibility, Active listening**

Professional Experience

Wipro Private Limited May 2022 - Present

Production Specialist -Financial Crime Compliance Unit

- Screening day-to-day transactions in accordance with AML regulatory bodies like OFAC, EU, UN, HMT, and UK/UAE policies.
- Prioritizing cases in the order of currency cutoffs, FIFO basis, and priority list as per the business unit.
- Rasing RFI for potential match cases and taking ownership of those payments and mitigate financial risk and ensure OFAC compliance.
- Ensuring all false positive match sanctions transactions and payments are processed in accordance with AML compliance, AML regulatory requirements, SWIFT, and banking arrangements guidelines to avoid reputational risk, eliminate or minimize interest claims and potential losses to the bank, and escalate all “positive match” transactions to the AML payments team.
- Good understanding of the USA Patriot Act, Bank Secrecy Act, anti-money laundering legislation, the OFAC SDN list and purpose, HMT and EU sanctions, and OFAC regulations.
- Conducting Buzz sessions to pass on the updates from the offshore team and sanction world.
- Conduct in-depth research using world check, confidentiality, and accuity for each entity involved in a transaction, specifically looking for any existing derogatory information.

WNS Global Services Pvt Ltd December 2019 - May 2022

Lead Associate - Transaction Filtering/Sanctions/Payments Screening

- The most recent assignment is to provide support to the team leader in reviewing team cases and making the necessary recommendations to the analyst.
- Provide training to new team members, guiding them through the entire Sanctions Review Process.
- Conducts internal and external research, pulling transaction records, and reviewing reports to determine whether transactions are suspicious or not.
- Review and analyze suspicions and possible fraudulent and unusual activity patterns in order to determine if the case warrants an escalation to draft a SAR report.
- Perform high-risk or complex investigation activities through the examination of transactions across regions, collecting, analyzing, interpreting, and verifying information to provide a consolidated or coordinated view of the alternatives reviewed.
- Conducting quality checks from Level 2 and passing on the feedback to the Level 1 users.
- Conducting PKT on a monthly basis to ensure the users are updated with the recent changes in the sanction world.
- Adhering to regulator policies related to public lists like the UN, OFAC, EU, and HMT.

Adrenalin eSystems Limited May 2018 - June 2019

Systems Engineer - Support BAU

- Responsible for analyzing and solving the critical or emergency tickets raised by the customers.
- Data cleanup using SQL queries as per customer request.
- Taking remote sessions for troubleshooting and educating the customers once the issue is fixed.
- Responsible for product installation, upgrade, implementation, training, and migration of the product in the client UAT environment.
- Giving presentations on the allocated module on a monthly basis.
- Getting updates from the implementation team and passing it onto the customers.

Intelenet Global Services April 2016 - May 2018

Sr Customer Service Professional - Sanctions

- Investigating based on financial risk and taking a risk-based decision on the payments that come through the screening process.
- Checking for any financial risk on all the highlighted hits based on intentional policies and regulatory laws related to sanctions.
- Investigating the remitter and beneficiary of the payment using client tools and Google searches.
- Adhering to regulators like OFAC/Eurpean Union/HMT/Sanction List and checking for any AML (anti-money laundering) concerns in all message-type payments.
- Using tools like Vrisk and Fircosoft to investigate the payment.
- Supporting the OJT batch members with process knowledge.
- Good Understanding of United Nations Sanctions (UN) and US Consolidated Sanctions (US Sanction Lists) OFAC—Specially Designated Nationals (SDN) Office of the Superintendent of Financial Institutions (Canada).

Sitel Private Limited June 2012 - January 2016

Customer Service Professional - Technical Chat Support

- Generating leads from the customer for upgrades and customizations to their Internet plan.
- Providing support for Canadian customers through live chat and phone calls regarding internet connectivity and billing queries.
- Handling customer issues by taking remote access via the LogMeIn Remote Access Tool.
- Installing and troubleshooting issues related to the MCAFEE Anti-Virus program (Bell-MMcAfee).
- Configuring the e-mail clients (Outlook, Windows Live Mail, Mac Mail, Thunderbird, etc.)

Accomplishments

- Selected as the SPOC for Pilot Batch (WNS - Sanctions Team).
- Nominated as the first checker for my sanction team.
- Movement to Quality Assurence Team within 6 month in the process.
- Given addtional responsibilites as a Trainer for my Process (WNS and Wipro).

Career growth

- Customer Service Professional (2012 - 2016)
- Senior Customer Support Executive (2016 - 2018)
- Systems Engineer (2018 - 2019)
- Lead Associate - Opeartions (2019 - 2021) Quality (2021-2022)

Education

Higher Secondary Certificate in Computer Science April 2006
Ebenezer Matriculation School at Chennai 600050

Graduated with 76%

Bachelor of Engineering in Computer science April 2007 - November 2011
Bhajarang Engineering College at Chennai 632113

Graduated with 66%

LinkedIn Profile

https://www.linkedin.com/in/arock-undefined-b285302ab