

Akshay Harish Kumar

Certified Anti-Money Laundering Specialist (CAMS)

Experienced KYC and Due Diligence Specialist

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CAREER SUMMARY

Certified Anti-Money Laundering Specialist (CAMS) with a proven track record in conducting thorough due diligence and risk assessments within the financial services industry. With two years of hands-on experience, I excel in KYC procedures and compliance, ensuring regulatory adherence. Eager to leverage my skills in customer due diligence and commitment to compliance in a challenging AML role.

SKILLS AND STRENGTHS

- **Customer Due Diligence** - Proficient in conducting thorough user identity verification, including liveness testing, face checks, and document verification, adhering to KYC and AML regulations.
 - **Risk Assessment** - Experienced in assessing and mitigating risks associated with customer profiles and transactions to ensure compliance and minimize exposure.
 - **Fraud Investigations** - Skilled in conducting investigations to identify and prevent fraudulent activities, protecting organizational assets and maintaining trust with stakeholders.
 - **Communication** - Strong verbal and written communication skills, facilitating clear and effective interaction with clients, team members, and regulatory authorities.
 - **Attention to Detail** - Demonstrated ability to meticulously review data and documentation for accuracy and compliance, ensuring high-quality outcomes and minimizing errors.
 - **Transaction Monitoring** - Knowledgeable in monitoring customer transactions to detect and prevent suspicious activities in adherence to regulatory requirements.
 - **Anti Money Laundering** - Knowledgeable in anti-money laundering practices and regulations, implementing measures to prevent and detect money laundering activities.
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CERTIFICATIONS

- ❖ **Certified Anti-Money Laundering Specialist (CAMS) – ACAMS**
 - ❖ Anti-Money Laundering Certification Course - AGLC
 - ❖ Combating Terrorism Financing - Basel Institute on Governance
 - ❖ Financial Analysis using Excel - Basel Institute on Governance
 - ❖ Operational Analysis of Suspicious Transaction Reports - Basel Institute on Governance
 - ❖ Preventing Online Child Exploitation with Financial Intelligence – ACAMS
 - ❖ Fighting Modern Slavery and Human Trafficking – ACAMS
 - ❖ Global AML For Canada - Edcomm Banker's Academy
 - ❖ Know Your Customer & Customer Due Diligence Training - Alison
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PROFESSIONAL ACCOMPLISHMENTS

- Implemented enhanced KYC procedures, resulting in a 20% reduction in fraudulent activities and a 15% increase in compliance efficiency.
 - Conducted risk assessments on high-profile clients, leading to the identification and mitigation of potential compliance risks, saving the company \$100,000 in potential fines.
 - Streamlined document verification processes, reducing turnaround time by 30% and improving customer satisfaction ratings by 25%.
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WORK HISTORY

Relevant Experience:

Yoti Biometric, India, KYC Analyst

Feb 2021 - Jan 2023

- Successfully verified user identities of individuals, conducting thorough liveness testing, facial recognition and document verification in adherence to KYC (Know Your Customer) and AML (Anti-Money Laundering) regulations.
 - Executed accurate checks within the Admin System, ensuring compliance and Risk Management with security and data protection protocols in the Clean Room environment, while maintaining swift approval processes for checks.
 - Conducted Politically Exposed Persons (PEP) screening and Potential Fraud Lists, ensuring comprehensive risk assessment and compliance with regulatory standards.
 - Collaborated with team members to conduct research and tasks related to face verification, contributing to the enhancement of identity verification processes.
 - Demonstrated strong attention to detail and diligence in performing document verification tasks, reviewing data for accuracy and promptly addressing deficiencies or errors to maintain data integrity and compliance standards.
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Other Experience:

Concentrix, Toronto, Customer Retention Specialist

Nov 2023 – Mar 2024

- Conducted thorough KYC identity verification and credit checks for TV, internet, and wireless services.
- Facilitated seamless onboarding processes ensuring compliance with regulatory requirements.
- Provided detailed guidance to customers on service plans and installation procedures.
- Collaborated cross-functionally to resolve issues and enhance customer satisfaction, leading to improved customer loyalty and retention.

IKEA, Toronto, Operations Specialist

May 2023 – Jul 2023

- Managed customer product discrepancies and invoice issues, ensuring seamless service delivery.
- Processed refunds accurately, maintaining financial integrity and customer satisfaction.
- Verified KYC documents and bills to comply with security and data protection protocols.
- Improved operational efficiency through collaboration with different departments.

Airtel Business (Denave India Pvt Ltd), Bangalore, Account Manager

Jan 2020 - Jan 2021

- Managed key client accounts, ensuring satisfaction and driving revenue growth through tailored solutions.
- Cultivated robust client relationships, promptly addressing inquiries and collaborating cross-functionally for seamless service delivery and revenue growth.

Wild Planet Pvt Ltd, Kerala, Sales and Marketing Manager

Jan 2017 - Jan 2020

- Generated 10% revenue growth for the resort with targeted sales and marketing tactics, boosting brand visibility and customer engagement.
- Led a top-performing team, surpassing sales targets through effective guidance and fostering a collaborative work culture; conducted market research and competitor analysis to ensure competitiveness, orchestrating innovative marketing campaigns across digital and traditional platforms to amplify brand presence.

4 AGES, Bangalore, Co-Founder and Digital Marketing Manager

Sept 2015 – Dec 2016

- Spearheaded sales and digital marketing efforts, driving a significant 50% increase in online revenue.
- Developed and implemented multifaceted digital marketing campaigns across SEO, social media, email, and paid advertising channels, enhancing brand presence and customer interaction.

Firstsource Solutions Pvt Ltd, Bangalore, Customer Service Associate

Jan 2014 – Feb 2015

- Served as primary liaison for Sky TV Cable Services customers, resolving inquiries and issues to ensure high satisfaction levels.
- Demonstrated expert product knowledge, guiding customers to select optimal packages, resulting in a 10% increase in overall satisfaction.

EDUCATION

BCA - Bachelor of Computer Application, Computer science

Punjab Technical University, Graduation Year: Aug 2015

Honors & awards

Star Performer - YOTI

Jun 2022

- Star performer award for outstanding performance in data entry, identity document verification, face checks and facial recognition. Achieved zero errors in these tasks, demonstrating my accuracy, attention to detail and professionalism. I have also contributed to the improvement of our data quality and security standards.

Best Advisor - Firstsource Solutions Limited

Jun 2014

- I received the award for best customer service associate of the month for achieving all key performance indicators (KPIs) and customer satisfaction (CSAT) scores. I exceeded the targets set by the company and delivered excellent service to our customers.