

Sowjanya Gopi
Mobile: 0543689590
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Prime Residency 1,
International City, **Dubai**, UAE

SUMMARY:

Organized and dependable banking Due Diligence officer who excels processing high value error free transaction and meeting goals .Details oriented expert with 6 years' experience of KYC/AML and customer service experience. Understands general accounting and finance concepts. Focused on maintain high levels of accuracy and efficiency, as wells as achieving adherence of compliance.

SKILLS:

Corporate KYC Review, Account opening of high risk customers with proper documents /Analyzing suspicious Transaction Reporting,
Customer Due Diligence/Enhanced Due Diligence/KYC Analysis, Support compliance in Day to Day operations.

EXPERIENCE:

Branch Due Diligence Officer

February 2022 to Current

Alfardan exchange llc –Dubai mall Branch

- To reviewing New account opening application on accordance with legal and Regulatory requirements
- Resolve customer complaints and ensure calls are handled in professional and prompt manner
- Review new customer accounts and verified their identities
- Access the risk associated with customers or products
- Verifying customer identification and conducting due diligence on potential clients
- To Accounts review new and exciting customer KYC,CDD and EDD

Customer Service Officer

December 2017 to August 2021

Axis bank Ltd – India

- Identify problematic accounts and delinquent accounts.
- Review and analysis portfolio fortnightly performance and month on month.
- Remittance of fund required to correspondent bank.
- Corporate accounts opening and maintenance.
- Handling bank security keys as a one of Bank custodian.
- Handling Clearing cheques and their processes.
- Provide account services to clients, including a full range of the Bank's retail services
- Performs maintenance requests received by phone for check re-orders, cashier's checks, basic loan maintenance, Debit/ATM PIN resets, loan payments, On Command lockouts, change of addresses, close accounts, account transfers, and Line Of Credit advances
- Receive checking and savings deposits: verify cash and endorsements, receive proper identification for cash back, and issue receipts of deposit
- Process savings withdrawals

- Cash cheques: verify endorsement, receive proper identification, and ensure validity
- Identify counterfeit currency
- Answer basic customer inquiries regarding interest rates, service charges, and account histories while complying with disclosure requirements, regulations and consumer privacy policies
- Accept loan payments: verify payment amount and issue receipts

EDUCATIONAL QUALIFICATIONS:

- **Certified Anti-money Laundering Specialist (CAMS),ACAMS**
- **Master of Business Administration (Finance and Marketing)**
- **Bachelor of Science (Mathematics, Physics, Chemistry)**

TECHINCAL SKILLS:

- Infosys Finacle Banking software
- Financial management and reporting
- Branch banking operations
- International Banking/Trade Based operations
- Regulatory compliances

ACHIEVEMENTS:

- Best performer in AXIS BANK in regional level. 2017-18 qualified in AXIS Superstars award.
- Consistent in achieving target.
- Best performer for consecutive month in ALFardan Exchange
- Award for best performer on 2022 gift voucher of 1000 AED.

PERSONAL PROFILE

Name	:	Sowjanya Gopi
Date of Birth	:	16-12-1993
Nationality	:	Indian
Marital Status	:	Married
Languages Known	:	English, Hindi and Telugu
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I hereby declare that all the particulars given above are true and complete to the best of knowledge and belief.