



# MOHAMMED SHAMOON

## Profile Summary

Dedicated and result driven professional with strong background in fincrime prevention and customer service. I am skilled in detecting & preventing fraudulent activities in fincrime also proven track record of efficiently handling customer inquiries and resolving issues to ensure a high level of client satisfaction. Committed to remaining up-to-date on industry trends and best practices to mitigate risk and protect the interests of the organization. A proactive problem-solver who excels in fast-paced and dynamic environment.

## Contact

### Phone

+971522860343

### Email

shamunshaik82@gmail.com

### Address

International City, Dubai

## Education

2018-2021

**Bachelor of Commerce**

(Major: Business, Accounting)

Karnataka University, Dharwad

2016-2018

**PUC 12th Commerce**

Anjuman Pre-University College, Bhatkal

## Skills

- Leadership skill
- Ability to work under pressure
- Communication skill
- Strong problem solving ability
- Teamwork and collaboration skill

## Certificates

- Fincrime Certificate product training by revolut
- Microsoft office (Word, Excel)
- Tally Erp 9.0

## Achievements

- Employee of the year for quality and productivity in 2023
- Discipline student of the year in 2018
- Qualified for state level in football and kabaddi

## Language

- English
- Hindi
- Urdu

## Experience

**Revolut (MB Services Fz LLC - Dubai) Jan 2023 to till date**

**Customer Service Representative/Fincrime screening analyst(Compliance)**

Responsibilities:

\*Conducting detailed screening analysis of AML, PEP & Sanctions watch-list alerts generated by the automated transaction filtering and compliance screening systems as first line of defence (LO)

\*Customer Onboarding (Individual & Business), By performing CDD & CID upon KYB & KYC.

\*Daily basis monitoring and reviewing of transfers, companies, business and individual profiles in order to identify unusual and suspicious activity.

\*Conducting investigations and gathering evidence to support the identification and reporting of suspicious activities.

\*Collaborating with internal teams, such as Compliance, Risk Management, and Legal, to ensure timely and accurate reporting of potential financial crimes.

\*Complying with latest rules and regulations, including without limitations, AML, OFAC requirements with all internal policies, procedures and guidelines.

\*Escalating true and potential match sanction issues or suspicious activity (SAR) to the specialized team.

\*Participating in training programs on financial crime prevention and detection.

\*Providing real-time assistance and guidance to stakeholders regarding financial crime screening and compliance-related matters through chat platforms.

\*Maintaining accurately all surveillance reports along with supporting responses & documents.

**Altruist Technologies Private Limited (Icici Prudential) Nov 2021 to Sep 2022**

**Customer Service Representative**

Responsibilities:

\*Managing large amount of call from customers on daily basic

\*Arranging medical of customers for issuance of policy

\*Dealing with high rated customers politely and solving their queries

\*Doing verification of customers documents

\*Reading customers mails and assisting them through mails

\*Tagging of calls on daily basic

\*Assisting customers on the refund process and pending payment

\*Highlighting customers complaints and resolving them in professional manner

\*Helping customers to submit pending documents

\*Providing accurate and detailed information of product and service to customers

\*Building good relationship and trust with customers.

## Personal Details

\*Name: Mohammed Shamoon Shaik

\*Father Name: Ibrahim Shaik

\*DOB: 23/6/2000

\*Gender: Male

\*Passport No: V3237313

\*Nationality: Indian