



Chetna Shetty

Aml Analyst

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Abu Dhabi

EDUCATION

Course Studied

B. Com (Commerce)

Mumbai University (2010)

SKILLS

- Microsoft excel
- Microsoft office access
- CIP/KYC
- Communication skills
- Anti-money laundering

PERSONAL DETAILS

- Date of birth: Dec 18, 1985
- gender : female
- marital status: married

PROFILE SUMMARY

To enable the Bank to form sound judgments concerning reputational and other risks and meets expectations of regulators and other compliance stakeholder

WORK EXPERIENCE

SEP 2023 to APR 2024

AML Analyst at Abu Dhabi Commercial Bank (ADCB) Abu Dhabi

- Identified researched and reported suspicious activity. Managed the investigative process from initial detection to disposition.
- Thorough and timely review of reports that identify suspicious activity.
- Formulated and recommended responses to suspicious findings and report such activity to the appropriate regulatory authorities
- Determined whether to close cases, escalate findings and/or file a Suspicious Activity Report.
- Performed data collation, quality control and analysis in support to Investigation Unit responses.

Mar 2019 to Jan 2022

Senior Officer at IDFC FIRST Bank, Mumbai, Maharashtra, India

- Building relationship with buyers providing information on different products to increase sales and satisfy customer needs.
- Created engaging, memorable service interactions with our members on inbound calls. Chat, email and other emerging channels.
- Demonstrated a professional and accountable behavior. Maintained the vendor contact to investigate is discrepancies and provide information in non-routine situations.
- Holding the highest ethical standards and maintaining the valued trust of our customers and communities.
- Navigating multiple computer systems, applications, and utilize search tools to find information.

JUN 2015 TO JUN 2017

Customer Service Representative at First Data Corporate on, Thane, Maharashtra, India

- Handling both inbound & outbound calls.
- Handling customer service inquiries and Problems with telephone. Answering inquiries, resolve problems, and promote products / services. Assisting Clint with payment rotated issues.
- using computerized system for tracking. Information gathering, and / or troubleshooting Uses established procedures.
- assisting the Unit when there is a POST terminal Breakdown by arranging the terminal paper roll, system interruption
- Identifying any payment related charge back in case of double transaction. Monitoring any suspicious fraudulent activity at the merchant level.

- Giving a summary of the charges as per the approved payment network (Master Card, visa, Amex etc.)
Assisting clients with shortage payments and missing transactions which is not reported on the support database. Providing detailed applicable service charges in other foreign currency and bank statements.
Assisting client with IVR related issues and issues
- Pertaining to mobile app of First Data
- System Used
- OMNI Pay
- Sales Force.
- POGO (portable device access) and FRONTEND- to generate foreign currency and bank statements

JUN 2015 TO JUN 2017

Customer Service Representative at Diebold Nixdorf

Thane, Maharashtra, India

- Resolved disputes pertaining to Visa & Master Card and ensure correct charge-beck processing with strict adherence to Master Card International regulation & visa international Operating regulation.
- Reporting to \ master Card International & Visa International for fraudulent transactions
- Preparing and tracking of daily and monthly Dispute MIS
- Ensure timely and appropriate analysis of Charge- back operations to minimize fraud.
- Reconciliation of charge back account on a daily Basis
- Verification of Fulfillment and Re-presentment docs fulfilled by the merchant for the disputes raised. Filing Pre-Arbitration and Pre- Compliance with VISA and MASTERCARD international
- Follow up with customers and front-end channels to update them on the disputes raised Prepares daily reports on the daily activities of the Bank. Preparation of regular daily / weekly / monthly MIS
- Ensures that all the request, queries and complaint of customer are responded in a timely and professional manner.
- Handled incoming questions from the banks for accounts
- Responsible for proper scrutiny and recording of the complaints received from banks.

Jan 2014 to Dec 2014

Receptionist at Allied Corporation, Mumbai, India

- Greeted customers and determines the nature of their visit.
- Directed customers to the correct department, notifies the appropriate person that a customer is waiting and introduces the customer.
- Worked effectively with customers, vendors and employees while handling multiple tasks simultaneously.
- Maintained a clean and neat work area.
- Assisted with filing duties and other administrative tasks as needed.
- Answered & directed incoming calls and inquires.