



SOWMYA SHETTY

Associate – Data Quality and Document Remediation

To leverage my 16+ years of expertise in regulatory compliance, process management, and data analysis as an Associate in Data Quality and Document Remediation. My objective is to contribute to the maintenance of high standards of data and service quality, ensuring compliance with regulatory requirements set by the Central Bank of UAE. I aim to optimize processes, identify inefficiencies, and mitigate risks through meticulous investigation and reporting of suspicious activities, ultimately supporting the organization in achieving its operational and regulatory objectives.

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📍 Abu Dhabi, UAE

📅 10 November, 1986

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📄 Visa Status : Family Visa

SKILLS

Regulatory Compliance

Process Management

Operational Systems

Customer Interaction

Quality Assurance

Process Optimization

Risk Management

Investigative Skills

Reporting

Data Analysis

Financial Services

Team Collaboration

AML and KYC Documentations

Data Quality Management

Remittance, Forex & Cross Selling Sales

PROFILE SUMMARY

A versatile professional with a wealth of experience spanning various sectors including banking, finance, accounting, and consultancy. Demonstrated expertise in managing and ensuring compliance with regulatory standards, particularly those set by the Central Bank of UAE. Proficient in overseeing retail and corporate banking processes, utilizing in-depth knowledge of operational systems to streamline workflows and enhance efficiency.

Skilled in customer interaction and support, adept at addressing inquiries and resolving issues with professionalism and courtesy. Proven track record of identifying inefficiencies in processes and implementing solutions to maintain high standards of data and service quality. Experienced in investigating and reporting suspicious activities, with a meticulous approach to analyzing and addressing risks.

Possesses strong analytical and problem-solving skills, with a keen eye for detail in conducting data collation, quality control, and analysis. Additionally, brings valuable experience in sales, customer relationship management, and administrative support, contributing to comprehensive expertise across various domains.

WORK EXPERIENCE

Associate – Data Quality and Document Remediation

Abu Dhabi Commercial Bank, Abu Dhabi, UAE

05/2023 - Present

Achievements/Tasks

- Ensuring compliance with the standards set forth by the Central Bank of UAE related to Anti-Money Laundering (AML) regulations and guidelines.
- Overseeing the AML data remediation processes for both retail banking (RBG) and corporate investment banking (CIBG) operations, ensuring that all transactions are in compliance with AML regulations.
- Possessing a deep understanding of ADCB's operational systems and utilizing this knowledge to effectively manage and remediate AML data within these systems.
- Maintaining positive and professional communication with internal support units and external customers via email and telephone, addressing any queries or concerns related to AML data remediation.
- Continuously monitoring the quality of deliverables produced by support services related to AML data remediation, ensuring accuracy and adherence to established standards.
- Regularly reviewing existing processes to identify inefficiencies and areas for improvement in AML data remediation procedures. Implementing solutions to enhance data and service quality standards while streamlining processes.



PREVIOUS WORK EXPERIENCE

Associate – Branch Operation

UAE exchange Centre L. L. C., Abu Dhabi, UAE

12/2011 - 04/2023

Tasks/Achievements

- Managed global remittances and foreign currency exchange, ensured accurate and efficient transaction processing for walk-in customers and offering competitive rates for buying and selling retail and wholesale banknotes across the counter.
- Managed the wage protection system for payroll solutions and smart pay cards, ensured accurate payment processing. Possess extensive knowledge of the global remittance process and money market, facilitated smooth transactions and provided expert guidance.
- Managed accounts, facilitated transactions, and recommended suitable products. Demonstrated a successful track record of cross-selling allied products, generating leads and contributing to branch revenue growth by promoting allied products.
- Responsible for providing exceptional customer service by efficiently handling cash-related activities, ensuring customer satisfaction and retention, and acting as a teller in a fast-paced financial environment.

Assistant Accountant – cum – Computer Operator

Gee-Bee Instruments (Franchise of Essae- Teraoka Ltd), Mangalore, Karnataka

03/2010 - 04/2011

Tasks/Achievements

- Supervised daily operations within the scope of accounts receivable and accounts payable, ensuring accuracy and efficiency in financial transactions. Oversaw the collection, deposit, and reconciliation of bank funds and accounts, maintaining financial integrity and compliance.
- Provided customer support services and assisted in the resolution of client complaints or problems, fostering positive relationships with stakeholders.
- Conducted monthly management checks and regular housekeeping activities to maintain an efficient financial system, and prepared and presented regular accounting reports to update management on company financial progress. Additionally, processed payments and financial documents such as invoices, statements, and vouchers.

I-search Consulting Support Executive

I-search, GPS/GPRS enabled Vehicle Monitoring & Analysis Service, Market Research Organization, Infotech Computers, Mangalore, Karnataka

02/2009 - 01/2010

Tasks/Achievements

- Maintained all necessary records to ensure vehicles provided by the company complied with legal and business requirements, ensuring regulatory compliance. Compiled and submitted reports regarding vehicle utilization, maintenance, and tracking, providing insights into operational efficiency.
- Performed various work-related duties and responsibilities assigned by management, demonstrating flexibility and adaptability in task execution.
- Ensured efficient vehicle utilization, maintenance, and tracking, contributing to the smooth functioning of operations. Additionally, controlled the quality and accuracy of documents, maintained safety records of drivers, ensured well-maintained and roadworthy fleet records, and facilitated accident and incident reporting as well as accurate reporting of timeouts.

Admin Assistant & Sales Executive

Kinnigoli Services (Authorized Service Centre of Tribhuvan Motors Private Limited Mangalore, Karnataka Dealer of Hero Honda)

06/2007 - 01/2009

Tasks/Achievements

- Demonstrated sales goals and motivation through financial, documentation, scheduling, and customer-centric strategies, while also understanding automobiles through thorough inspections and comparisons with competitors.
- Developed buyers by building rapport with previous customers, suggesting trade-ins, and engaging with prospects. Qualified buyers by matching their needs to various models, demonstrating their capabilities, and closing sales through effective negotiation and payment collection.



ACHIEVEMENTS

Received recognition for exceptional GoCash Card sales achievement in 2015.

Achieved outstanding half-yearly performance among new hires in 2012.



CERTIFICATIONS

Diploma in Computer Application- Manipal Institute Of Computer Education, Manipal, Karnataka (2007)
Basics Of IT, Ms Windows 98, Ms Word, MsExcel, Ms Power Point, Ms Access, Tally 7.2 Enabled, Internet, Html, Multimedia

Diploma in Desk Top Publishing- Manipal Institute Of Computer Education, Manipal, Karnataka (2009)
Pagemaker, Coreldraw, Photoshop



EDUCATION

Bachelor Of Commerce

Mangalore University, Karnataka, India

06/2007



LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Kannada

Full Professional Proficiency

Tulu

Full Professional Proficiency