



# Chetna Shetty

## AML Data Remediation - Operational Excellence

### CONTACT ME

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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 Data Remediation - Operational Excellence at Abu Dhabi Commercial Bank**

- 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 of Investigation Unit responses.

**Mar 2019 to Jan 2022**

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

- Building relationships 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 professional and accountable behavior. Maintained the vendor contact to investigate discrepancies and provide information in non-routine situations.
- Holding the highest ethical standards and maintaining the valued trust of our customers and communities.

**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, resolving problems, and promoting 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 are 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-back 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 daily.
- ♦ 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
- ♦ Handled incoming questions from the banks for accounts
- ♦ Responsible for proper scrutiny and recording of the complaints received from banks.

## **Jan 2014toDec2014**

### **Receptionist cum Admin Assistant at Allied Corporation, Mumbai, India**

- Greet and welcome visitors in a friendly and professional manner.
- Answer, screen, and direct phone calls to appropriate persons.
- Manage the calendar and schedule appointments.
- Handle incoming and outgoing mail and packages.
- Maintain office supplies inventory and place orders when necessary.
- Provide administrative support to various departments.
- Ensure the reception area is always tidy and presentable.
- Assist in planning and organizing office events and meetings.