

CHETNA SHETTY

Operations Specialist, Back Office Employee, Data Entry Specialist.

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ABOUT ME

Committed to elevating the Bank's risk management, I excel in reputational and compliance analysis, driving decisions and surpassing regulatory and stakeholder expectations, eager to join the team.

EDUCATION

B.COM (COMMERCE), Mumbai University, Mumbai | 2010

WORK EXPERIENCE

AML COMPLIANCE/KYC ON-BOARDING - OPERATIONAL EXCELLENCE | ABU DHABI COMMERCIAL BANK | Abu Dhabi | Sep 2023 - Apr 2024

- Ensuring compliance with the standards set forth by the Central Bank of the UAE related to Anti-Money Laundering regulations and guidelines.
- Managing AML data remediation for retail and corporate banking to ensure compliance with regulations, leveraging a strong understanding of ADCB's operational systems.
- Monitor the quality of data remediation deliverables to ensure accuracy and compliance with standards.

Senior Officer (Contact Centre) | IDFC FIRST BANK | Navi Mumbai, Maharashtra | Apr 2019 - Jan 2023

- Fostered strong relationships with buyers, enhancing product knowledge to boost sales and meet customer demands.
- Delivered exceptional service experiences across various channels, including inbound calls, chat, and email.
- Exhibited professionalism and accountability in all interactions.
- Managed vendor relations to resolve discrepancies and address complex inquiries.
- Upheld the highest ethical standards, securing the trust of customers and the community.

Customer Service Representative | FIRST DATA CORPORATE | Thane, Maharashtra | Jul 2015 - Feb 2019

- Efficiently managed a high volume of inbound and outbound calls. Answered questions, resolved issues, and promoted products/services effectively.
- Assisted with payment processing and issue resolution.
- Utilized computerized systems for tracking and troubleshooting.
- Supported POS operations, including maintenance and paper replenishment.
- Investigated amount discrepancies, such as card refunds and duplicates.
- Monitored and reported suspicious merchant activities.
- Skilled in First Data mobile applications for customer service
- Proficient with various systems, including OMNI Pay, Salesforce, POGO, and FRONTEND for financial settlement and reporting.




Customer Service Representative | DIEBOLD NIXDORF | Thane, Maharashtra | Jul 2014 - Jun 2015

- Managed Visa and MasterCard disputes, ensuring accurate charge-back processing and compliance with regulations. Conducted analyses to reduce fraud risk effectively.
- Diligently reported fraudulent activities to Visa & MasterCard International.
- Developed and maintained daily and monthly Dispute Management Information Systems (MIS). Verified merchant-provided documents for arbitration resolution to ensure compliance with procedures. Provided consistent follow-up to customers and internal teams regarding updates on pending status.
- Compiled daily activity reports and resolved banking inquiries on account disputes.





Service Coordinator & Account Executive | ALLIED CORPORATION | Navi Mumbai, India | Jan 2014 - Jul 2014

- Maintained detailed records of transactions, including purchases and sales.
- Managed payment processing and issued Cheques.
- Ensured timely collections through proactive follow-ups.
- Preliminary bill invoices for order finalization.
- Created dealer performance reports using analytics.
- Streamlined communication between the factory and branches on stock levels.
- Provided exceptional customer service and resolved inquiries.

SKILLS

 MICROSOFT EXCEL  Client Onboarding  Data Entry & Management  Customer Service Orientation

LANGUAGES

 ENGLISH (Superior/Native)  HINDI (Superior/Native)  MARATHI (Superior/Native)  TULU (Superior/Native)

COURSE

Tally ERP 9 | Advantec Computer

PERSONAL INFORMATION

Nationality	Date of birth	Visa status	Marital status
Indian	18 Dec 1985	Spouse Visa	Married