



Contact

Phone

(+971) 583013206

Email

khrtiamaerivera@gmail.com

Address

Villa 37, Street 25, Al
Muraqqabat, Deira, Dubai, UAE

Education

2009 - 2013

Bachelor of Science in Entrepreneurial Management

Quezon City Polytechnic University

Expertise

- MS Office Tools
- Customer Service
- Delegating Tasks
- Data Reporting

Language

English

Tagalog

Trainings and Seminars

Effective Business Communication 2021

Decision Making 2021

Presentation Skill 2019

Business Writing 2019

Achievements

Trainer for KYC New Hires (PEP Level 1 and
ECDD) 2021 - 2023

Employee Engagement Enabler 2020 - 2023

Khrtia Mae Rivera

Effective and motivated KYC Escalations Specialist with over 7 years of experience overseeing and managing overall daily operations to ensure goal attainment from different compliance departments. Adept in developing, implementing strategic and measurable steps to achieve desired operational outcomes.

Experience

October 2021 - May 2023

Western Union Services (Philippines) INC. | Quezon City PH

Escalations Specialist - Know Your Customer (KYC)

- Responds to and manages complaints and escalations from clients and customers for a company or organization. They are responsible for managing escalations relating to products or services, handling problem tickets, and providing feedback to upper management.

June 2022- March 2022

Western Union Services (Philippines) INC. | Quezon City PH

Digital Customer Verification (DCV) Verifier (cross-skilled)

- Responsible for verifying identification of consumers from counter checking ID and address information submitted through online.

April 2021 - September 2021

Western Union Services (Philippines) INC. | Quezon City PH

Know Your Customer (KYC) Analyst (Skills: CDD, ECDD, and PEP Level 1)

- Reviewing consumer through the regulation scope of compliance to assist in driving efficiencies and reducing cost. It includes verification of client data, performing due diligence checks, reviewing KYC documentation, risk assessments, liaising with the Business and Compliance/Anti-Money Laundering (AML) teams and advising on KYC requirements.

December 2019 - March 2021

Western Union Services (Philippines) INC. | Quezon City PH

GSI - Government Sanctions and Interdictions Analyst

- Conduct customer screening, trade finance screening, and other Sanction related screening. Performs other compliance related duties as required.

May 2016 - November 2019

Western Union Services (Philippines) INC. | Quezon City PH

Courtesy Callback (CCB) Analyst

- Ensure the company complies with the industry's laws and regulations by interviewing consumer to approve or declined transaction(s).

April 2015 - March 2016

Afni Philippines Inc. | Verizon | Quezon City PH

Customer Service and Sales Representative

- Responsible for communicating the benefits of a company's products in order to drive sales. Assist on other inquiries regarding account, billing and technical concern.

June 2013 - January 2014

NCO formerly known as Alorica Teleservices, Inc. | Sprint | Quezon City PH

Customer Service and Sales Representative

- Responsible for communicating the benefits of a company's products in order to drive sales.

Reference

Mary Ann Carreon

Western Union Services (Philippines) INC.
Team Leader - KYC

Phone: (+639) 224440828

Email: MaryAnn.Carreon@wu.com

Janine Mariebelle Berdin

Western Union Services (Philippines) INC.
Team Leader - KYC

Phone: (+639) 289593799

Email: JanineMariebelle.Berdin@wu.com