



# SUBIN VARGHESE

QUALITY ANALYST

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971 586327341

## SUMMARY

Experienced quality analyst and audit professional with 5 years of experience at TaskUs India Pvt Ltd. and Muthoot Group Ltd. Skilled in data visualization, I excel in developing realistic solutions to identify and address potential quality issues, utilizing expertise in Microsoft Excel for comprehensive insights.

## SKILLS

- Interpersonal Communication
- Microsoft Excel
- Analytical Skills
- Teamwork
- Data Management
- Leadership
- Computer Skills
- Compliance Monitoring
- Tally ERP
- QuickBooks software

## PROFESSIONAL EXPERIENCE

### QUALITY ANALYST • TASKUS INDIA PVT. LTD. • JUNE 2021 – AUGUST 2023

- Experienced Quality Analyst with over 2 years of experience in TaskUs India Pvt Ltd.
- Conducting AML investigations and due diligence on customers.
- Identifying and reporting suspicious activities to regulatory authorities.
- Developing and implementing AML policies and procedures.
- Conducting risk assessments and compliance audits.
- Working daily to review tickets contents with critical eye.
- Prepared weekly, monthly, quarterly management reports.
- Send weekly reports to the client summarizing weekly KPI's and point out areas of improvement.
- Identify the any potential quality issues per defined process and escalate potential quality issues immediately to management.
- Maintain high level of confidentiality regarding the results and specific findings of the quality process.
- Prepared training programs to improve compliance at all levels.

### AUDIT EXECUTIVE • MUTHOOT GROUP LTD. • SEP 2019 – APR 2021

- Experienced audit executive with 1 year and 6 months of experience at Muthoot Group Ltd.
- Conducted financial and operational audits, communicating recommendations to managers.
- Prepared working papers, reports, and documentation for audit findings.
- Aligned end-to-end KYC process with workforce capabilities and conducted KYC formality reports.
- Improved compliance through training programs, efficient task allocation, and monitoring reporting procedures.

### RELATIONSHIP EXECUTIVE • MUTHOOT GROUP LTD. • OCTOBER 2018 – SEPTEMBER 2019

- Experienced relationship executive with 1 year of experience at Muthoot Group Ltd.
- Proven track record in problem-solving and enhancing customer satisfaction.
- Generated new business and referral clients through collaboration with financial advisors and branch team.
- Supported end-to-end credit management process, ensuring credit compliance with complete loan documentation.

- Utilized effective prospecting techniques to identify potential clients and promote financial services.

## EDUCATION

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**BACHELOR OF BUSINESS ADMINISTRATION • AUGUST 2017 •**  
TRINITY INSTITUTE OF PROFESSIONAL STUDIES/GGSIPU

**SENIOR SECONDARY EDUCATION(XII) • MARCH 2014 •**  
KERALA SCHOOL, CBSE BOARD - NEW DELHI

**HIGHER SECONDARY EDUCATION(X) • MARCH 2012 •**  
KERALA SCHOOL, CBSE BOARD - NEW DELHI

## LANGUAGES

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- ENGLISH
- HINDI
- MALAYALAM