





Narcissus Fernandes

Business Operations

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Highly motivated & results-oriented professional with 2 years of diverse experience in **KYC Compliance Business Development, Customer Service Management, and Administration**. Eager to leverage expertise to contribute to a dynamic and challenging role that utilizes my multifaceted skillset.

WORK EXPERIENCE

(YC S19) Swadesh (01.09.2022 - 01.04.2024)

Business Operations Manager

Compliance

- Monitored customer transactions for suspicious activity, reporting potential fraud based on SOPs to mitigate risk
- Reviewing User onboarding documentation (Visa, Social Security number, Passport) through **Sardine & Socure** platforms.
- Acted as Lvl 1 for accepting/rejecting user onboarding’s based on risk score or risk patterns
- Implemented Risk/Fraud prevention SOPs for transactions based on security parameters
- Performed KYC tasks, including maintaining & monitoring records to build risk assessment score for individuals & merchants
- Demonstrated strong risk assessment skills, considering the firm's reputation and safeguarding assets by adhering to regulations and ethical practices

Business Administration & Customer Relationship Management

- Streamlined Customer Service mechanism for Fintech Bank with implementing SOPs for quick resolution & increased customer satisfaction. Resulting in reduction of resolution time from 14 hours to 6 hours
- Increased service channels and drafted framework for grievance handling. Support was provided via Ticketing (Zendesk, Freshdesk), phone (IVR), email, and live chat through Meta verified WhatsApp.
- Provided comprehensive administrative support to Operational team, managing a high volume of tasks for Market Research & Product life cycle with accuracy and efficiency.
- Handling CRM system to efficiently manage customer interactions, track issue resolution progress, and collaborate with internal teams to ensure seamless problem-solving
- Acted as a dedicated point of contact (POC) for transactional data, ensuring smooth communication between teams and the core banking provider
- Spearheaded selection of essential organizational software: Managed the process of identifying, assessing, and ultimately implementing the most suitable software solutions for the organization's needs.
- Managed a portfolio of 133 client accounts, guaranteeing accurate and timely processing of foreign financial transactions
- Provided administrative support during account opening, assisting customers & verifying information via 1v1 calls
- Supervising & spearheading sales team & implementing strategies by training interns & outsourced call-centre executives for sales drive outreach

 www.swadesh.co

EDUCATION

Rosary College of Commerce & Arts

Bachelor in Business Administration

SKILLS

Customer Service Management

Lead Generation

Data Analysis & Research

Risk Assessment & Compliance

Anti Money laundering, Identity Fraud

Process Improvement & Strategizing

REFERENCES

Douglas Menezes

CITI Bank Senior VP

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Prateek Swain

CEO

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SOFTWARE EXPERTISE

Sardine

Platform for Fraud prevention

 <https://www.sardine.ai/>

Socure

KYC verification

 <https://www.socure.com/>

MailChimp

Email Marketing tool

 <https://mailchimp.com/>

Salesforce

CRM software

 <https://www.salesforce.com/>


Hubspot

Sales CRM

 <https://www.hubspot.com/>

Seamless Ai

B2B Sales Data

 <https://seamless.ai/>

LANGUAGES

English

Fluent

Hindi

Fluent