



# Robindra Chetry

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rchetry129@gmail.com

Baniyas, Abu Dhabi, United Arab Emirates

971563185162

## Work History

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05/2019 - Current

### **Bmlro**

#### ***Joyalukkas Exchange* , Baniyas Abu Dhabi, United Arab Emirates**

- \* Act as representative of the Compliance Department in the Branch and assist the Compliance Department in any type of compliance investigations requested pertaining to their respective branch.
- \* To check and verify that the branch staff are complying with the AML Policy and procedures.
- \* To ensure that the customer data has been captured in the Point-of-Sale system accurately;
- \* Copies of all KYC & support documents collected from the customer have been duly signed stamped and preserved.
- \* Perform due diligence for high value transaction and high-risk customer.
- \* Educate the branch staffs on KYC procedures and
- \* Filing ISAR/ISTR in case any suspicion found.

\* Executes all service-related initiatives over the counter such as cash receipt, cash payment, local and international remittance.

\* Manage Cross selling of various allied products i.e. multicurrency travel flex master card, Smart Pay salary system (WPS), utility payments.

\* Registering corporate clients for WPS (Wages Protection System).

\* Handling payroll, creating, and uploading corporate monthly salary file in system and receiving fund for same.

\* Taking request for processing Master New cards, Replacement or lost cards, ATM cash complain , renewal of cards from both corporate and the employees

\* Correctly followed all branch security service, cash handling, audit procedure and AML/ Compliance

01/2018 - 12/2019

### **Customer Service Representative**

#### ***Hi tek construction limited* , Tampines , Singapore**

\* Welcome and greet every customer in a warm and friendly manner demonstrate excellent Customer service at all times.

\* Approach all customers seeking assistance to understand if I can offer support and answer questions.

\* Fixing appointment with the clients in high-level meeting.

\* Answering telephone calls and fixing meeting with CEO's.

\*Maintaining roster weekly.

## Professional Summary

I am a well-organized, detail-oriented, an effective team player with over 5 years of experience in the fields of Teller, Client Onboarding, Customer service and further experience in analyzing KYC/CDD. Highly skilled and result-oriented professional with solid academic preparation and extensive experience. Proven ability to assess and manage complex obstacles, successful in intense and demanding environments.

## Education

04/2013 - 07/2016 **Bachelors of Arts, Political Science, Guwhati University**, Lanka, Assam

## Skills

Experts in Ms Word, Excel

## Accomplishments

- Awarded as \*Best Customer Service Awards\*

## Languages

English:

Fluent

Hindi:

Fluent

Nepali:

Fluent

Bengali:

Upper intermediate

## Certifications

- Pursuing \*CAMS\*

## Additional Information

- \* Visa type : Employment
- \* Date of birth: 12/12/1994
- \* Marital status: Single
- \* Passport Number: P0644921