






PRIYANKA ACHIRNEKAR

CONTACT DETAILS

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SKILLS

- Data interpretation and reporting
- Information security awareness
- Proficient in crm software
- Budgeting proficiency
- Leadership excellence
- Knowledge of employment law
- Proactive communication
- Financial literacy
- Experience with erp systems
- Product or service knowledge
- Knowledge of regulatory compliance
- Control systems knowledge
- Decision-Making competence
- Time and task organisation
- Customer relations
- Risk mitigation strategies

PERSONAL DETAILS

- Date of Birth:** 1996-08-17
- Marital Status:** Married
- Visa Status:** Residence Visa (Sponsor)
Valid Till -2027

LANGUAGES

English

Proficient (C2)

Marathi

Proficient (C2)

Hindi

Proficient (C2)

PROFESSIONAL SUMMARY

Accomplished and driven professional with a strong background in data interpretation, reporting, and CRM systems. Brings advanced information security awareness, financial literacy, and in-depth understanding of ERP and control systems. Proven track record in leadership, budgeting, and regulatory compliance, including employment law. Recognized for proactive communication, effective decision-making, and time management skills. Experienced in mentoring, staff development, and fostering collaborative team environments. Adept at implementing risk mitigation strategies and driving operational success through strategic thinking and customer-focused service delivery. Currently serving as a **Deputy Manager**, committed to creating a positive work culture through mentoring, coaching, and skilled delegation. Career goal: to leverage expertise to contribute to organizational excellence and sustained growth.

WORK HISTORY

Deputy Manager 12/2022 - Current
ICICI Bank Limited - Mumbai, India

- Expertise in Sanction Screening for import/export payments via SWIFT, ensuring compliance with global sanctions regulations.
- Oversee KYC, CDD, and EDD processes, managing customer due diligence and enhanced due diligence to meet compliance requirements.
- Conduct AML and sanctions alert adjudication, identifying true positive hits related to financial crime, and escalating risks to internal teams.
- Perform Data Integrity and Document Verification for trade documents (bills of lading, invoices, etc.), ensuring compliance with international trade finance regulations.
- Collaborate with internal teams to resolve client escalations related to export bills and remittances.
- Investigate suspicious transactions and generate STR reports for regulatory compliance.
- Utilize AML tools like Lexis Nexis, Fircosoft, AMLOCK, and Acuity for transaction screening and risk assessment.

Customer Service Representative 12/2021 - 11/2022
HDFC Bank - Mumbai, India

- Led the daily operations of the branch, ensuring seamless cash handling, customer service, and transaction processing.
- Ensured strict adherence to RBI guidelines and local regulations, implementing compliance protocols to mitigate risks associated with financial operations.
- Managed the creation, verification, and maintenance of KYC records for retail customers.
- Conducted thorough Customer Due Diligence (CDD) and Enhanced Due Diligence (EDD) for high-risk customers.

- Supervised and trained branch staff on operational procedures, compliance regulations, and customer service protocols.
- Delivered exceptional customer service by quickly resolving customer queries and issues.
- Managed branch cash flow, ensuring proper handling of cash and conducting regular ATM replenishment and reconciliation.
- Supported branch sales initiatives by helping to achieve cross-selling targets.

Teller

12/2019 - 11/2021

Bandhan Bank - Mumbai, India

- Cross-sold banking products, processed financial transactions, and ensured proper handling of funds.
- Conducted vault and ATM audits, maintaining error-free transaction records.
- Developed positive customer relationships by offering tailored services.

Customer Service Representative

10/2018 - 11/2019

Axis Bank - Mumbai, India

- Resolved customer complaints, achieved sales targets, and cross-sold financial products.
- Promoted banking products and maintained client relationships to enhance customer engagement.

EDUCATION

Bachelor's degree: Finance, 05/2015 - 06/2018**B.M.S (Bachelor of Management Studies)** - Mumbai

CERTIFICATIONS AND LICENSES

- **Star Performance in "Cercle Head Club"**, May 2018
- **Trophy & Certificate for Outstanding Performance** in "Yeh Sambhav Hai" Contest, Third Party Product
- **Appreciation Certificate** for Third Party Product Sales

HOBBIES AND INTEREST

- Badminton • Cooking • Crafting

REFERENCES

References available upon request.