

# Andy Peters | FCC Compliance/KYC/AML Analyst

Location: xxxxxxxxxx  
Telephone: xxxxxxxxxx  
Email: xxxxxxxxxx

## Professional Summary

IT literate financial professional with client on-board

management, bank

Possesses an excellent performance. within banking to strict regulatory compliance,

sales  
ing a role  
adherence  
role within

## Core Skills

- Regulatory
- Fraud
- Client
- Client

ship/Training  
engagement  
ts/Credit Cards

## Career History

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customer service

### Key Responsibilities

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### Key Achievements

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Fully editable Word  
version included in the  
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- Logged daily calls on the Query Management System (QMS) and acted as first point of contact to resolve customer queries.
- Modified and updated customer information on the system, including lost and found items, cards, bank statements, etc.
- Ensured all customer accounts were up to date and accurate.
- Conducted regular audits and reports for management.
- Handled customer complaints and provided excellent service.
- Monitored and reported on fraud and security issues.
- Provided training and support to new staff members.

#### Key Achievements

- Nominated as 'Employee of the Month' for outstanding performance – received positive feedback from customers and management.
- Exceeded sales targets by 15% in Q3 2023, contributing to a record-breaking quarter.
- Achieved a 95% customer satisfaction score in the latest survey.
- Increased repeat business by 10% through proactive customer engagement and loyalty programs.
- Handled over 500 customer inquiries daily with a 98% resolution rate.
- Provided detailed reports on customer behavior and trends to management.
- Lifelong learner, completed a professional course in Customer Service Excellence.
- Proven ability to work under pressure, successfully managing a major system upgrade in 2022.

#### Academic

- Master's Degree in Business Administration
- Bachelor's Degree in Marketing
- Diploma in International Trade
- Certificate in Project Management
- High School Diploma

#### IT/Tech

- Worked on various IT projects, including CRM implementation and data migration.
- Proficient in Microsoft Office Suite, Salesforce, and Project Management Software.

#### References