VALENTINA RODRÍGUEZ

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Buenos Aires, Argentina.

31/01/1997

I started in customer support in 2017 and later discovered my passion for AML/KYC compliance. With over two years of experience in cryptocurrencies, I have managed risk assessments, dealt with fraud detection, and ensured regulatory compliance. I am fluent in English (C1). I have experience in reducing false positives in fraud systems and working with tools such as Salesforce, Zendesk, and JIRA. My strengths are transaction analysis, customer onboarding, and working cross-functionally to improve workflows.

EDUCATION

Universidad de Flores(UFLO)
Bachelor of Psychology | Currently

Colegio secundario, JPII
2009-2014

Bachelor of Science

UTN
Agile methodologies, course

SKILLS

- AML/KYC
- Fraud Prevention
- Customer Service
- Salesforce, Zendesk, JIRA
- Excell
- M+
- Agile Methodologies
- Test automation

WORK EXPERIENCE

Kyc Analyst

Trollbox Agency. July 2023 - Present

- Conducted thorough verification of various documents including ID cards, passports, driving licenses, invoices, and residency certificates to ensure compliance with AML/KYC regulations.
- Identified and flagged fraudulent ID documents through detailed analysis and use of advanced detection tools, ensuring timely risk prevention.
- Prepared and presented resolved cases to internal teams, collaborating cross-functionally to ensure accurate case closure and compliance with company policies.

Customer Support Analyst

Trollbox Agency. July 2022- May 2023

- Gestión de casos: Colaboración interdisciplinaria para preparar y enviar casos resueltos, garantizando un seguimiento y cierre rápidos.
- Asistencia al cliente: Asistencia en tiempo real a clientes que enfrentaban problemas transaccionales o de cuenta, garantizando una resolución fluida y altos niveles de satisfacción.

Customer Support Agent

Konecta at Santander Rio Bank. January 2020/ July 2022

- Customer Support: Provided front-line customer support via chat, assisting with banking products such as loans, credit cards, and accounts.
- Sales and Upselling: Effectively sold financial products such as loans and credit cards, meeting sales targets and maintaining a customer-centric approach.
- Problem Resolution: Focused on customer satisfaction and resolved a wide range of issues, including preventing scams and fraudulent transactions.