



Charles Osuafor

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📍 Home: Tammsaare Tee 107, 12913 Tallinn (Estonia)

WORK EXPERIENCE

Customer Service, Onboarding & Verification Specialist

Monese [02/12/2018 – Current]

City: Tallinn

Country: Estonia

- Reviewing incoming current account applications on the basis of reviewing documents and conducting video call interviews
- Spotting inconsistencies in the information provided in order to analyze and form an opinion on the acceptability of the customer as per regulatory and internal policy requirements
- Conducting and documenting risk assessments on all applications, determining appropriate due diligence approaches and information required to verify the suitability of the applicant
- Present the file and KYC analysis to senior members of staff for review/approval when required or necessary, highlighting material risks or concerns as well as any exceptions or missing information based on internal policy or external regulatory requirements
- Identifying suspicious activity in existing customers of which are linked to the applicant in question and escalating to the appropriate team for assessment
- Carrying out video call interviews with existing customers where relevant AML monitoring teams required further information or documents
- Zendesk skill is at professional level.

Customer Support Specialist (Level 2)

Etisalat Nigeria [02/03/2016 – 04/06/2016]

City: Kano

Country: Nigeria

Customer Support Agent

Etisalat Nigeria [05/06/2015 – 07/02/2016]

City: Kano

Country: Nigeria

EDUCATION AND TRAINING

ICA Certificate in Anti Money Laundering

International Compliance Association (ICA) [2020]

CERTIFICATE IN FIGHTING MODERN SLAVERY AND HUMAN TRAFFICKING

ACAMS [2020]

Fighting Modern Slavery & Human Trafficking Part 2: US Sex & Exploitation Cases

ACAMS [2020]

Master's Degree

Tallinn University of Technology [2015 – 2018]

City: Tallinn

Country: Estonia

Website: taltech.ee

Bachelor's Degree

Nnamdi Azikiwe University [2005 – 2011]

City: Awka

Country: Nigeria

Website: unizik.edu.ng

LANGUAGE SKILLS

Mother tongue(s): **Igbo**

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Excel / Java (Basic), Python (Basic), Matlab (Basic)