

MBONGO GRACIA KITENGE

PROFESSIONAL SUMMARY

I'm a versatile professional with expertise in KYC/AML procedures, ensuring regulatory compliance and preventing financial crimes. As a Branch Manager, I led day-to-day operations and strategic planning for business growth. My experience as a Compliance Officer included policy development and regulatory training. Additionally, I managed logistics operations in E-commerce, ensuring smooth order fulfillment and timely delivery.

SKILLS

- | | |
|-------------------------------|--------------------------------|
| Strong Analytical | Excellent Communication |
| Customer Due Diligence | Problem Solving |
| Customer Support | Adaptability |
| Critical thinking | KYC verification |
| Time Management | Investigation |
| Enhanced Due Diligence | Sanctions Screening |

EXPERIENCE

- GLOBAL KYC/AML ANALYST** 01/2022 to 02/2024
Infinox Global, Johannesburg
- Review documentation and applications received from customers and utilized third-party systems to verify compliance with AML regulations
 - Conducted KYC and AML checks with high accuracy, ensuring compliance with policies and regulations
 - Followed standard AML/KYC procedures and processes
 - Ensured LOBs and EDD correctly performed CDD was applied in cases warranted to mitigate AML/CTF
 - Analyzed large quantities of information, identifying trends including establishing appropriate metrics to determine changing risk elements
 - Identified, researched, and reported suspicious activity
 - Determined whether to close cases, escalate findings, and file of Suspicious Activity Report
 - Conducted electronic checks including PEP and sanction checks
 - Understanding of regulations that guide the financial services Industry
 - Accounts Opening
 - Conducted CDD investigations to support policies
 - Assist with the preparation of high-risk and EDD cases
 - Experience using digital technology for e-KYC and managing financial crime
 - Process applications from individuals to corporations
 - Liaise with clients where required, ensuring an efficient onboarding experience
 - Manage onboarding projects to be completed within the required timelines
 - Adhering to Money Laundering and Terrorist Financial Control Regulations
 - Worked closely with the compliance team to ensure adherence to regulations and company policies while performing AML/KYC due diligence checks
 - Worked closely with different department teams to obtain and validate correct

documentation

- Communicated with customers via email to obtain proper documentation or additional evidence when needed
- Undertook ad hoc job duties as assigned by the global Onboarding Manager
- Partnered with fraud manager to research and investigate cases
- Maintained fraud analysis models to improve company systems
- Documented research findings to support risk-based decision-making and resolution to escalated fraud incidents
- Read fraud and security risk management-related articles and white papers and took part in webinars to keep abreast of changes in the fraud and security landscape
- Identified threats, vulnerabilities, and suspicious behavior patterns to recommend mitigation measures
- Investigated fraud referrals and performed research to minimize the risk and address any inquiries to find the best possible solution
- Communicated with compliance manager to thwart potential money laundering or terrorist financing.

E-COMMERCE AND LOGISTICS ASSOCIATE 01/2021 to 11/2021

Quantanite(BPO)

- Contacting customers for fraud checks for orders flagged in the system
- Tracked and traced in-transit loads to stay updated on shipment status
- Communicated with carriers to confirm delivery windows and reduce shipment delays
- Set appointments for receiving or delivery and followed up with destination personnel to confirm receipt
- Processing of reshipment, warranty, cancellation and partial or full refund.
- Provided professional services and support in dynamic work environment
- Demonstrated creativity and resourcefulness through the development of innovative solutions
- Checked the customer's returned order to confirm if warehouses have received return orders and provided customers with refund or replacement
- Provided customers with technical support
- Updated Customer's details
- Provided customer feedback regarding their orders using tracking a system called Shipwire
- Created customer Invoices
- I used the following platform: Cin7, Shopify, Shipwire, Amazon, eBay, Ezireturns.

BRANCH MANAGER 11/2018 to 01/2021

Kauai, Johannesburg

- I oversaw daily operations, managed inventory and staffing, ensured customer satisfaction, and maintained quality standards. I also managed budgets, collaborated on menu planning, ensured compliance, executed marketing strategies and communicated with stakeholders
- Ensured efficient workflow and adherence to standard operating procedures (SOPs) for food preparation, service, and cleanliness
- Maintained high standards of customer service and satisfaction by greeting customers, addressing inquiries and complaints, and ensuring a positive dining experience
- Monitored customer feedback and implemented improvements to enhance service quality and customer retention
- Recruited, trained, and supervised restaurant staff, including servers, cooks, and support personnel
- Set performance expectations, provided feedback, and conducted performance evaluations to motivate and develop team members
- Fostered a positive work environment, promoted teamwork, and addressed any disciplinary issues or conflicts that may arise

- Developed and managed the restaurant's budget, including cost control measures to optimize profitability while maintaining quality standards
- Monitored sales, expenses, and financial performance, analyzed trends, and implemented strategies to achieve revenue targets and maximize profitability
- I Ensured consistency in food quality, presentation, and portion sizes through regular inspections and quality control measures
- I Ensured compliance with health and safety regulations, food hygiene standards, and sanitation practices to maintain a safe and clean environment for customers and staff.
- Prepared and submitted reports on sales performance, expenses, inventory levels, and operational metrics to senior management

COMPLIANCE OFFICER 09/2016 to 10/2018

Business Development Professionals

- Implementation of compliance policies and procedures concerning Company Secretarial (Cipc), Accounting, and Payroll
- Annual voluntary Compliance Audits
- Compliance diagnostics
- Ensuring post-compliance policies and procedures are implemented
- Documents management and Lodgement with government authorities SARS and DOL
- Retention of company policies and procedures
- Recommend advice and support to clients with proper record keeping
- Adhering to set deadlines in terms of delivery
- Preparation of a full set of accounts and presentation of customized financial reports with the aid of accounting software
- Analyzed written reports and statements to verify regulatory compliance
- Managed practical action plans to respond to audit discoveries and compliance violations
- Implemented improvement initiatives and developed compliance testing program to monitor and identify gaps in new and existing practices
- Investigated and documented all violations of compliance regulations to determine necessary improvements.

EDUCATION

Boston City Campus, Johannesburg

Accounting - Technical Financial Accounting, Accounting, 11/2016

CERTIFICATIONS

- KYC, 2022, Alison - AC-490823764391
- AML, 2022, Alison - AC-329423764391

ADDITIONAL INFORMATION

Computer Skills:

- MS Office
- Salesforce
- Zendesk
- Slack
- Dynamic 365
- Pastel

References:

company : Infinox Global
Name : Lebogang Choenyane
Role : Team Leader
Contact : 078 039 86 84

Company : Quantanite (BPO)
Name : Peter
Role :Campaign Manager
Contact : 074 611 1012

Company :Kauai
Name : Shirley
Role : Are Manager
Contact : 072 406 29 61

Company : Business Development Professionals
Name : Vusimuzi Evert
Role : Branch Manager
Contact : 072 024 2501

LANGUAGES		French					English				
		Bilingual or Proficient (C2)					Bilingual or Proficient (C2)				