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# NIKOLAS GUSTAV VERIATO

[nveriato@yahoo.com](mailto:nveriato@yahoo.com)

+63-9565283422 / +63-9455608849

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## EXPERIENCE

### **Cognizant Technology Solutions Philippines, Inc.**

#### **Senior Process Executive**

**July 2021 up to July 2023**

- Google-YouTube – YTMP – Paid Product Services.
- Handling of Subscription's, YouTube/Music App features, Channel Memberships, Technical and Billing/ Banking (Multilingual-Hindi) issues. Providing assistance via chat, email, and other digital/electronic platforms.
- Service Support Solution includes diagnosis, resolution and reporting customer issues and questions relating to the app's paid content products.

### **Western Union, AROC Global Compliance Ops. Philippines.**

#### **Associate, AML Compliance**

**September 2016-June 2021**

- Responsible for providing support on anti-money laundering (AML) compliance programs and handling of investigations.
- Make accurate decisions assessing knowledge in the AML Compliance field and communicate these decisions to Western Union agents, banks, customers and/or service associates.
- Managing Government Sanctions and/or other internal programs while working with stopped payments and international banks.
- Provide first-level support for customer complaints and aggressively pursue digital, mobile, ATM/kiosk and stored value card strategies that meet the needs of today's global consumers and businesses.
- Conducting investigations, servicing inquiries received over the phone, e-mail or working directly with money transfers utilizing back-office applications, identification of documents and making crucial decisions.

### **Emirates Airlines, Dubai, U.A.E.**

#### **Airport Services Agent**

**April 2004-March 2014**

- Handling arrivals, departures, check-in's, ramp/ baggage operations, delayed flights and First and Business class lounges.
- Responsible for handling departure, transit and arrival formalities of

## SUMMARY

Innovative and dedicated Team Player with 20 plus years of demonstrated expertise in process, customer service, digital media, financial/banking, aviation & hospitality.

## MULTILINGUAL

- English
- Hindi
- Marathi
- Konkani
- Urdu

## SKILLS

- Supervisory skills, Program Optimization and Time Management.
- Detail oriented, organized, and able to perform in a fast paced environment.
- Attentive, resilient and a quick learner.
- Reliable, hardworking, honest and a team player.
- Mathematical Calculation and Reasoning, Cost Reduction, Performance Assessment, Mentoring and coaching,
- Excellent verbal and written skills.
- **Process Improvement, Performance**

## **PERSONAL INFORMATION**

**D.O.B:** 22 March 1978.

**CIVIL STATUS:** Married.

**VISA:** TRV- 5 Years / ACR  
valid until 17 June 2026.

References can be  
furnished upon request

Passengers and V.I.P. clients.

- Responsible for handling delayed flights, lost baggage and V.I.P. clients and suggest improvements to procedures based on observed trends and analysis.
- Achieved several certificates in I.A.T.A. Dangerous Goods, passenger handling and service etc.

### **Qatar Aviation Services, Doha, Qatar.**

#### **Customer Services Agent**

**July 2003-January 2004**

- Boarding gates –Boarding and departure formalities & flight amendments.
- Handling of First and Business class lounges and V.I.P. clients.
- Security checks involving Visa related checks and aircraft security.
- Handling departures, arrivals and transit passengers.
- Achieved certificates in I.A.T.A. Dangerous Goods, passenger handling and services.

### **Epicenter Technologies, Mumbai, India.**

#### **Call Center Agent**

**May 2002-June 2003**

- Worked on Citrix Systems, handling Collections on credit card accounts of customers who are delinquent in their payments.
- Skip tracing – tracking down customers who have absconded and training new recruits.
- Establishing new contacts and managing client databases.

### **Suzie Wong Restaurant (Yacht), Mumbai, India**

#### **Food and Beverage Assistant**

**December 2001- May 2002**

- Public relations.
- Handling Events, Functions and V.I.P. clients.

### **Manori Resorts-Mumbai, India**

#### **Food and Beverage Assistant**

**May 1997- May 1999**

- Handling entire Food and Beverage Operations.
- Handling Corporate Events, Functions and V.I.P. clients.

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## **EDUCATIONAL QUALIFICATION**

**Bachelor's Degree in Sociology (B.A.)-Graduate- 2002**

**St. Xavier's College and I.D.E. Mumbai-India.**

**St. Mary's School (I. C. S. E.) 1995, Mumbai-India- 1995**

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## **PROFESSIONAL QUALIFICATION**

Diploma in Hotel Management and Food Technology -2001

Sophia College & Poly Technic. Mumbai, India.

**Several certifications in Communications, IT, Hospitality and Aviation.**

