JOHN ELVIN

VIDEO INTERVIEW

EXPERTISE SKILLS

- AML & KYC Compliance
- Customer Due Diligence (CDD)
- Enhanced Due Diligence (EDD)
- Customer Risk Assessment
- Customer Onboarding & Verification
- Identity & Document Verification
- Document Authentication
- Transaction Monitoring
- Compliance Investigations
- Sanctions & PEP Screening
- Fraud Detection & Prevention
- Suspicious Activity Identification
- Regulatory Compliance
- Financial Crime Risk Management
- Case Management & Escalation
- Quality Assurance & Quality Control
- Compliance Documentation & Recordkeeping
- Risk Assessment & Investigation Reporting
- Process Improvement
- QA Coaching & Performance Feedback

TOOLS

- Zendesk
- Microsoft Excel
- Google Sheets
- Confluence
- Prado
- Notion
- Asana

Customer-focused Customer Service Professional with 8+ years of experience in client onboarding, identity verification, compliance support, case management, and quality assurance within banking and fintech environments. Proven track record of supporting customers through verification and compliance processes, resolving documentation and account concerns, managing cases through Zendesk, and collaborating with cross-functional teams to ensure timely resolution and accurate customer records. Brings strong expertise in customer communication, problem-solving, Zendesk, case management, fraud prevention, document verification, and regulatory compliance, helping organizations deliver accurate, secure, and efficient customer experiences while maintaining high service and compliance standards.

WORK EXPERIENCE

QUALITY CONTROL OPERATOR

Raritex Trade Ltd. | April 2025 – March 2026 (1 Year)

- Performed identity and document verification for passports, national IDs, driver's licenses, and proof-of-address documents, authenticated submissions for signs of forgery, tampering, and image manipulation using AI-assisted and manual review techniques, and maintained quality and compliance standards to support secure customer onboarding.

VERIFICATION SPECIALIST/CLIENT ONBOARDING SPECIALIST

Kraken.com/Payward Inc. | January 2018 – February 2025 (7 Years, 2 Months)

- Reviewed and authenticated customer identity documents, identified potentially fraudulent or manipulated submissions, evaluated documentation against established verification requirements, and supported secure client onboarding through accurate verification, quality assurance, and consistent application of compliance standards.

QA ANALYST

Kraken.com/Payward Inc.

- Evaluated verification specialists and customer verification cases for adherence to quality standards and internal policies, identified errors and process improvement opportunities, provided structured coaching and feedback, maintained QA documentation and performance reports, and collaborated with team leaders and cross-functional stakeholders to strengthen verification processes.

COMPLIANCE ANALYST

Kraken.com/Payward Inc.

- Conducted compliance investigations involving customer activity, transaction patterns, potential fraud, money laundering, and policy violations, performed CDD and EDD reviews for high-risk customers, reviewed fraudulent accounts, obtained supporting documentation from customers, managed compliance cases through Zendesk, and documented risk assessments and investigation outcomes for audit and regulatory compliance.

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