

ERIK YEGHINYAN

FINANCIAL CRIME & OPERATIONS

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PROFESSIONAL SUMMARY

Financial crime and operations professional with experience in AML investigations, fraud prevention, transaction monitoring and customer support. Reviewed Green Dot Bank accounts in Unit21, investigated suspicious ACH and P2P activity, checked customer identities and documented findings for escalation. Banking and multilingual support experience includes payment issues, account access, billing disputes and confidential customer records.

CORE CAPABILITIES

AML / BSA investigations · Transaction monitoring · Fraud and account takeover reviews · KYC / CDD / EDD · Sanctions and PEP screening · OSINT · SAR escalation support · Case narratives · Customer service

PROFESSIONAL EXPERIENCE

Santander US | Bank Teller, Representative - First Line Defense - Temp

May 2026 to Sep 2026 | Hyannis, Massachusetts, United States · On-site · Full-time

- Handled 40+ daily transactions, catching mismatched account details and resolving payment or transfer issues before they reached the customer.
- Flagged unusual account behavior in the bank's system, recorded the activity and alerted the appropriate team for review.
- Turned everyday service conversations into account and credit card referrals by identifying customer needs; helped customers set up and navigate the mobile app and earned 10/10 survey ratings.

Guidehouse | BSA/AML Analyst, Global Investigations & Compliance

Sep 2024 to Sep 2025 | Vilnius, Lithuania · Hybrid · Full-time

- Reviewed 30+ Green Dot Bank accounts daily in Unit21, identifying suspicious transactions, fraud indicators, and AML risk.
- Investigated ACH and P2P activity, account takeover, and unusual spending using KYC/CDD, EDD, OSINT, and adverse media.
- Documented findings, supported SAR escalations, and maintained audit-ready cases while meeting quality and SLA standards.

IDBank CJSC | Fraud Prevention Analyst

Jan 2023 to Jan 2024 | Yerevan, Armenia · Remote

- Investigated 50+ daily fraud and transaction monitoring alerts involving unauthorized transfers, account takeover (ATO), suspicious payment activity, and unusual transaction patterns using Siron AML and internal banking systems.
- Conducted 20+ daily identity verification and KYC/CDD reviews, including live video authentication, document validation, sanctions and PEP screening, and enhanced due diligence using Siron KYC and CRM systems.
- Analyzed 200+ weekly transaction and customer risk reviews, documenting alert dispositions, false-positive findings, investigation narratives, and suspicious activity referrals while maintaining case accuracy and investigation SLAs.

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ADDITIONAL EXPERIENCE

LRS (Diplomasafe) | Business Development Research Analyst

Sep 2023 to Aug 2024 | Lithuania · Remote · Part-time

- Investigated and qualified 100+ university accounts weekly, researching institutional structures, procurement processes, and potential sales opportunities across a database of 1,000+ higher education institutions using LinkedIn, Google, and Excel.
- Identified and verified 25–30 decision-makers daily, including admissions directors, registrars, and university administrators; conducted email discovery and verification using Hunter.io, email verification tools, and LinkedIn to validate contact information.
- Maintained 100+ researched leads weekly in Excel and CRM systems, cross-referencing institutional records, correcting contact discrepancies, documenting research findings, and delivering verified prospect lists to sales teams for targeted outreach.

Teleperformance | Multilingual Customer Support Specialist

Sep 2021 to Aug 2022 | Remote

- Handled 30–50 inbound calls daily and 150–300 weekly across banking, healthcare, legal, and government services, investigating billing discrepancies, refund requests, unauthorized charges, account access issues, and payment disputes.
- Resolved complex customer inquiries through identity verification, transaction research, login troubleshooting, CRM case documentation, and escalations; managed calls ranging from 6–10 minutes to 1–2+ hours for complex investigations and multilingual support.
- Delivered customer support in 3 languages across 4 service sectors, working toward 95–98% QA, 90–95% CSAT, 80–85% FCR, and 95–98% schedule adherence benchmarks while maintaining confidentiality and accurate case records.

EDUCATION

Bachelor of Arts, Communication and Media Studies

LCC International University, Lithuania · Jan 2021 to Dec 2024

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Operational Analysis of Suspicious Transaction Reports

Basel Institute on Governance | 2026

Enhancing Financial Inclusion with a Risk-Based Approach

ACAMS | 2026

Sales Management

HubSpot | Sep 2026

Leadership Conference, Certificate of Participation

Lifeshape | Feb 2022

TOOLS

Unit21 · Siron AML · Siron KYC · World-Check · OSINT · Microsoft Excel & Office · Salesforce · HubSpot · Zendesk · Hunter.io · Google Workspace · CRM systems

LANGUAGES

Armenian · English · Russian