

AKHIL ANIL

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SUMMARY

Client-focused professional with 2 years of FinTech experience supporting SMEs across Asia with onboarding and international payment assistance. Holds RG146 Tier 2 certification and Certificate IV in Financial Services. Strong interpersonal and communication skills developed through 3 years of teaching and career training. MBA-qualified with a sound understanding of financial products, compliance, and client service. Actively seeking to contribute to a leading Australian bank in a personal or retail banking role

WORK EXPERIENCE

Beijing Xinshicheng Technology Co., Ltd.

Aug. 2022 - Aug. 2024

Client Relationship Support – Fintech

Beijing, China

- Provided onboarding and ongoing support to over 70+ Asian SMEs, helping them set up accounts and manage cross-border payments to Chinese suppliers via FX and payment partners.
- Facilitated communication between clients and the technical team to address any issues or enhancements needed for the payment gateway.
- Reduced client onboarding time by 25% by streamlining KYC and account verification processes through improved communication with internal teams.
- Maintained client retention rate above 90% by building strong relationships and proactively addressing operational concerns.

Injoy Education

Mar. 2019 - Aug. 2022

ESL (English as a Second Language) Trainer

Changchun, China

- Delivered foundational English communication training to young learners in China, focusing on spoken fluency, listening comprehension, and practical language use.

Higher Education Department of the Kerala Government

Apr. 2017 - Feb. 2019

Skill Development Executive – English Communication & Career Training

Kerala, India

- Prepared students for public speaking, group discussions, and job interviews to boost career readiness and self-confidence.

EDUCATION

Capital University

Jul. 2019 - Aug. 2021

Master of Business Administration (Marketing and Finance)

Jharkhand, India

Kannur University

Jun. 2013 - May 2016

Bachelor of Arts English Language and Literature

Kerala, India

CERTIFICATIONS, SKILLS, TECHNOLOGIES & INTERESTS

- **Certifications:**
 - Certificate IV in Financial Services
 - Certificate IV in Finance and Mortgage Broking (In Progress)
 - RG146 Tier 2 Deposit Products and Non-Cash Payment Products
 - AML/CTF Compliance
 - FINSIA - Banking Regulations, AML Essentials
- **Skills:** Conflict Resolution; Financial Compliance; Client Relationship Management; Communication Skills; Transaction Processing, Customer Service, Customer Onboarding
- **Technologies:** Microsoft Office; Zendesk, CRM. Wordpress
- **Languages:** English, Hindi, Chinese, Malayalam, Korean (Beginner)
- **Interests:** International Travel (4 countries so far); Building Computers; Foreign Languages; Fun AI Projects (AI Music Band, Live voice transcript)