

# Sonu Singh

— *Location: Kolkata, India*

## Contact Information

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## Objective

A highly motivated and detail-oriented individual seeking a customer support position within a bank or an Anti-Money Laundering (AML) company. Passionate about providing exceptional customer service, I aim to apply my strong troubleshooting, problem-solving, and communication skills to effectively address client queries and ensure smooth operations. With a solid foundation in handling customer inquiries and resolving issues, I am eager to grow within the financial services sector. Committed to continuous learning, I strive to stay updated with industry practices, adapt quickly to new challenges, and contribute to the organization's goals and overall success. My ultimate goal is to build a long-term career where I can make a meaningful impact while developing my professional skills.

## Education

### **Bachelor of Commerce (B.Com) (Division- First)**

Chhatrapati Shahu Ji Maharaj University, Kanpur

Graduated: 2017

## Skills

- Customer Service and Communication
- Problem-Solving and Troubleshooting
- AML Knowledge - KYC , Customer Due Diligence (CDD)
- Knowledge of Six Sigma Green Belt
- knowledge of Data Analysis in Power BI
- Fluent in Hindi, English, and Bengali
- Basic Computer Skills (MS Office, Email Handling)

## Interests

- Banking Finance
- Investigative Work

- Information technology (IT)
- Troubleshooting Issues

## Strengths

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- Quick Learner
- Strong Analytical Skills
- Adaptable to New Environments
- Focused Detail-Oriented
- Passionate About Problem-Solving

## Additional Information

**Languages:** Hindi (Fluent), English (Fluent), Bengali (Fluent)

**Availability:** Available to join immediately.

*This resume was generated using LaTeX.*