

TANUSREE MONDAL

KOLKATA, WEST BENGAL, INDIA



CONTACT

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SKILLS

- End-to-end policy administration (Pensions, Claims, Policy Servicing)
- Fraud Investigation
- Anti-Money Laundering
- Transaction Monitoring
- KYC and Customer Due Diligence
- PEP screening and Risk Assessment
- Documents verification and Investigation
- Time Management, prioritising SLAs
- Critical Thinking and Problem-solving
- Financial Analysis
- Advance Excel (V-lookup, Pivot Tables) & MS Word
- Complaint and escalation resolution

LANGUAGES

- English (Fluent)
- Bengali (Fluent)
- Hindi (Fluent)
- Spanish (Intermediate)

HOBBIES

- Painting
- Cooking
- Reading
- Exploring



PROFILE

Process associate with 2+ years of experience in the BPO/BFSI domain supporting end-to-end process support for UK Insurance clients with financial crime prevention, anti-money laundering (AML) operation. Skilled in PEP screening, managing SARs, data validation, claim settlement and ensuring compliance with regulatory standards. Looking to broaden exposure in fincrime and seeking a challenging role that offers opportunities for growth, leadership and continuous professional development.



WORK EXPERIENCE

TATA CONSULTANCY SERVICES

4TH NOV 2022- 31ST DEC 2024

Process Associate

- Executed end-to-end monitoring of assigned accounts to identify and assess potential suspicious activities, including money laundering, terrorist financing, bankruptcy and fraud before final settlement of the claims to the clients.
- Conducted KYC processes to verify customer identities, ensuring compliance with regulatory requirements and accurate records.
- Applied advanced Microsoft Excel techniques (filters, pivots, transaction mapping) to analyse complex data sources and identify emerging financial crime typologies.
- Conducted Comprehensive Customer Due Diligence and Enhanced Due Diligence (CDD/EDD), source of fraud analysis and risk profiling.
- Handled PEP screening and managed SARs to ensure compliance.
- Utilised tools like UCM and Lexis-Nexis to check fraud detection.
- Took competency in various domains, including issuing retirement quotes, claims, and policy transfer, adhering to FCA/PRA/GDPR,
- Received multiple Performance Awards and RNRs (Rewards and Recognition) for reliability and service excellence.



EDUCATION

M.A in History

Jadavpur University
CGPA: 9.0

2022-2024

B.A in History

Lady Brabourne College | Calcutta University
CGPA: 7.8

2019-2022

ICSE & ISC

Orient Day School
CGPA: 9.0

2017 & 2019