

# Rajdeep Goyal

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## PROFESSIONAL SUMMARY

Entry-level AML and compliance aspirant with experience in customer support operations. Strong theoretical knowledge of AML, KYC, and financial crime concepts along with practical exposure to customer data handling, verification, and process compliance. Skilled in documentation review, risk awareness, and maintaining high accuracy standards. Seeking an Associate Analyst / AML Analyst role in banking and financial services.

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## CORE SKILLS

### AML, KYC & Compliance Knowledge

- Understanding of AML frameworks and financial crime prevention
- Knowledge of KYC, CDD, and EDD processes
- Awareness of transaction monitoring and suspicious activity identification
- Risk assessment and customer profiling basics
- Familiarity with compliance guidelines and documentation standards

### Analytical & Professional Skills

- Customer data review and verification
- Attention to detail and documentation accuracy
- Logical reasoning and issue identification
- Process adherence and quality control
- Time management and multitasking

### Technical & Tools

- MS Excel (basic formulas, sorting, filtering)
  - MS Word, MS Outlook, Google Workspace
  - Customer Support Tools: Kapture, Chat & Email Handling Systems
  - Communication Tools: Microsoft Teams, Zoom, Google Meet
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# PROFESSIONAL EXPERIENCE

## Teleperformance – Kolkata, India

**Operations Customer Expert I** | Jan 24, 2026 – Present

- Handling customer queries via chat channel with high professionalism
- Managing customer accounts, verifying details, and ensuring accurate documentation
- Following strict process guidelines, compliance policies, and quality standards
- Identifying customer issues and escalating cases as per defined procedures
- Maintaining high CSAT scores and meeting SLA targets consistently
- Ensuring data confidentiality and secure handling of customer information
- Demonstrating strong communication, problem-solving, and multitasking skills

## Tech Mahindra – Kolkata, India

**Aux Trainer & Associate Customer Support** | Aug 2024 – Jan 2026

- Supported and coached customer service associates to improve performance and quality
- Guided new joiners on process knowledge and communication skills
- Monitored performance and shared feedback for improvement
- Handled customer queries via chat, email, and voice
- Resolved complaints while adhering to company policies
- Consistently met SLA targets and maintained high CSAT scores

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# EDUCATION

## B.Tech in Mechanical Engineering

Institute of Engineering & Management, Kolkata | 2019 – 2023 | 79.30%

## Higher Secondary (XII)

Marwari College, Ranchi | 2016 – 2018 | 60%

## Secondary School (X)

Greater Triveni Public School, Lohardaga | 2015 – 2016 | 85.5%

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# PROJECT

## Magneto Rheological Fluid Braking System

- Developed a braking system using MR fluid to enhance braking efficiency
- Gained understanding of mechanical design and advanced braking concepts

## **AWARDS & ACHIEVEMENTS**

- Received performance awards such as Standing Ovation, Bravo, and Pat On The Back
  - Consistently ranked among top performers in team evaluations
  - Won 1st Prize in "BBG Memorial" Quiz (ISHRAE-IEM)
  - Active participant in technical events and workshops
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## **TRAININGS & INDUSTRIAL EXPOSURE**

### **Bharat Coking Coal Limited (BCCL), Dhanbad**

- Exposure to excavation workshop and machinery maintenance

### **Steel Authority of India Limited (SAIL), Bokaro**

- Observed large-scale steel production and safety practices
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## **ADDITIONAL INFORMATION**

- Strong written and verbal communication skills
- Quick learner with adaptability to new domains
- Interested in AML, compliance, and financial services roles