
Punam Kumari



Kolkata, WB, 700135

+91-9712434443

punam271287kumari@gmail.com

Objective

I am a skilled employee working in the BFSI domain for more than 8 years and worked in the Market Research domain for 3 years. I am currently working in KYC/CDD process since two years and worked in OTC process for 6 years. I have worked in the Market Research domain for 3 years. I have upgraded myself in various skills, I am looking to work in a healthy and innovative environment extracting the best out of me, which is conducive to learning and growing at professional as well as personal level.

Skills

Microsoft office Suite RCA Team Work Adaptability Problem-Solving Business Analysis
Emotional Intelligence SLA Adharance Attention to Detail Quality Management Active Listening
Time Management

Achievements & Awards

- Received award for zero error in processing.
 - Worked in two successful Transition of project.
 - Best performer award.
 - Received RNR for best employee in all aspect
 - Received Award for sharing ideas for better use of process.
-

Experience

- **Tata Consultancy Services** 2023 - 2025 (March)
Senior Process Associate
Working for **KYC/CDD** process where working for
 - **KYC Due Diligence** and compliance adherence on a wide range of entities which includes Trust, Charity, LLC, Partnership, Limited Company, Sole Trader and Corporation.
 - Determining potential risk to bank through extensive research, negative media search as applicable and sanction screening process on counter parties.
 - Research and verifying the parties involved in suspicious transactions (For High Risk and Negative information) through various tools like: LexisNexis, Company Watch, Experian, Au10tx, Iron mountain, Vision net, and internet search.
 - Performing **Sanction Screening** and **PEP** identification and reviewing potential negative news that hits across Global Client Management Divisions.
 - Conduct KYC formality reports on questionable transactions and accounts.
 - Supporting KYC process for existing and onboarding customer
 - Verifying and Validating Customer identity, business, profile etc and source document from internal repositories and external websites relevant to entity types.
 - **Quality check** and **control** to ensure accuracy of work performed.
- **TATA Consultancy Services** 2017 - 2022
Senior Process Associate
Working for **OTC** where worked for initial **Transition** of the process and doing
 - **Order fulfillment**
 - **Billing** management
 - Reimbursement billing

- Return ticket creation
- Quality Check
- RCA
- Training and solving queries of new members of team
- Amendment of **Customer Master Data**
- Collecting and forwarding appropriate queries; requesting clarification of discrepant data or additional data, to client
- Assuring and maintaining compliance with regulatory and local/global **SOP** timelines using proactive workflow management to maintain **SLA**
- Allocation of cases to the team
- Responsible for managing the flow of volume per associate and create backup accordingly
- SOP update

- **Tata Consultancy Services**

2014 - 2016

Process Associate

Worked in Market Research domain, where worked for :

- Training
- Transition
- Data designing
- Solving clients' queries
- Final Inspection
- **QC**
- Reports preparation
- Data maintenance

- **Appco Group (Triforce Inc.)**

2013 - 2013

Management Trainee

Worked for a charity client for

- **Collection** of funds
- Making aware about the organization.
- Training for new joiner.

Education

- **ICFAI**
MBA 2013
- **Ranchi University**
B.Com 2008
- **BIEC**
Intermediate 2004
- **BSEB**
Tenth 2002

Interests

- DIY Activities
- Recreation

Languages

- English
- Hindi