

Muskan Tanwar

Customer Service & Operations Analyst

Nangal Raya, New Delhi-110046, India | +91 9599126325 | muskannntanwar@gmail.com | [LinkedIn](#)

Professional Summary

Detail-oriented **Customer Service & Operations Analyst** with 2+ years of **banking experience**, specializing in compliance and risk mitigation within lending operations. Proficient in conducting in-depth investigations and resolving complex queries using independent judgment. Adept at collaborating with internal stakeholders to ensure regulatory compliance, while managing high-volume operations with precision and confidentiality within SLAs. Committed to delivering operational excellence.

Work Experience

NatWest Digital Services India Pvt. Ltd. (formerly RBS Services India Pvt. Ltd.)

Gurugram, Haryana

Customer Service & Operations Analyst, Lending Operations

July 2021 – September 2023

- Executed various Business Banking transactions, including security releases, loan rate changes, and loan closures, by verifying customer information, investigating anomalies, and conducting due diligence.
- Collaborated with Relationship Managers and cross-functional teams to ensure regulatory compliance, leveraging CRM and back-office systems for effective data management and documentation.
- Reduced processing errors by 30% by guiding team members through complex inquiries and escalations.
- Identified inefficiencies in the security requisition process, implementing improvements that resulted in a 20% reduction in processing time.
- Enhanced risk management by maintaining accurate records, logging incidents, and analysing trends to mitigate potential risks and ensure robust audit trails.
- Managed 100% error-free data processing in high-volume operations, focusing on accuracy and customer satisfaction.
- Led daily operational tasks, such as quality checks, system updates, and end-to-end management of multiple processes, supporting smooth workflow and efficient Business-as-Usual (BAU) operations.
- Supervised team work allocation based on individual skill sets and workload, optimizing resource utilization to meet SLAs and KPIs for timely service delivery.

Sankalp Hamara – NGO

New Delhi, India

Digital Marketing Intern

May 2020 – June 2020

- Developed content and managed social media platforms, driving successful media marketing campaigns that resulted in a 20% increase in volunteer participation.
- Boosted community outreach through digital marketing, raising awareness of the NGO's initiatives and events.

Education

Institute of Innovation in Technology and Management

Janakpuri, New Delhi

Bachelor of Business Administration, CGPA: 8.7

2018 – 2021

M. C. L. Saraswati Bal Mandir Senior Secondary School, CBSE

Hari Nagar, New Delhi

12th Standard, CGPA: 8.6

2017 – 2018

Skills

Technical skills: Microsoft Office (Excel, Word, PowerPoint, Outlook), CRM tools (e.g., Microsoft Dynamics 365), Tableau, SQL, Google suite, AML/CFT regulations, KYC

Soft skills: Communication (written and verbal), Analytical Thinking, Problem-Solving, Time Management, Team Collaboration, Organizational skills, Attention to Detail, Adaptability

Certifications

End to End AML KYC (Anti-Money Laundering & Know Your Customer) – **Udemy**

Business Analytics Specialization by University of Pennsylvania – **Coursera**

Ultimate Microsoft Office: Excel, Word, PowerPoint – **Udemy**