

TWINKLE RANA

PROCESS ASSOCIATE



CONTACT

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SKILLS

- Fraud
- KYC
- Credit Verification
- Unsecured landing
- Customer service
- Microsoft word
- Microsoft Excel
- Leadership skills
- Effective Communications

LANGUAGES

- English (Fluent)
- Korean (Basic)
- Hindi (Basic)
- Punjabi (Basic)

PROFILE

I am a banking professional having a experience of more than 1 year and currently working as a process associate for unsecured landing, currently looking for opportunity in an organisation where I can use my professional knowledge and working experience skills for a long duration of time both for the organisation and Myself, thus it will help to enhance my skills and develop my knowledge.

WORK EXPERIENCE

Genpact

PRESENT 2025

Process associate

Working for client Name - National Australia Bank (NAB), verifying and assessing customer application for credit cards, personal loans and credit card limit increase ensuring accuracy in evaluating capacity and character.

Approving or declining application based on through analysis and strict adherence to credit policies while maintaining high standards of risk management, evaluating customer income according to bank statement pay slip ITR, NOA nd CTR.

Checking KYC, credit history and fraud alert and finally giving the approval or declining the application after analysing risk level of customer, software used for KYC checks and fraud alerts- Sieble.

Providing training and support to new team members, fostering a collaborative and knowledgeable work environment.

Processing more than 20 application's on every day basis.

Serving as a key point of contact for customers, providing timely update regarding their application status and addressing queries via call.

EDUCATION

Bachelors of Art's

2017-2020

Ramanujan College, University of Delhi

Higher Secondary

Govt, Sarvodaya kanya vidhyalaya

High school

Govt, Girls Sec School