

# AMAN GOYAL

## CUSTOMER SERVICE AND SENIOR OPERATIONS ANALYST

PHONE | (+91) 9812538624  
EMAIL | amangoyal1603@gmail.com  
LOCATION | GURUGRAM, INDIA  
EXPERIENCE | 6 Years 1 Month

### Key Skills

- Process Improvement
- Process Training
- Fraud Detection
- Root Cause Analysis
- SLA Management
- SOP Preparation
- AML Compliance
- KYC Verification
- Banking Operations
- Microsoft Office Suite
- Client Onboarding

### Certification

- EF SET English Certificate  
73/100 (C2 Proficient)

### Languages

- English
- Hindi

### Hobbies

- Reading

### Profile Summary

Detail-oriented Analyst with 6 years of expertise at NatWest Group, skilled in KYC operations, process improvement, and workflow management. Proficient in leveraging Microsoft Excel for data analysis to drive operational improvements. Committed to upholding meticulous attention to detail, ensuring compliance with regulatory frameworks, and consistently delivering top-notch efficiency and precision. Recognized for optimizing workflows, enhancing compliance, and contributing to operational excellence.

### Work Experience

#### Customer service And Senior Operations Analyst

NatWest Group

10/2022 - Present

#### Role and Responsibilities

- Understanding risk management through First Line of Defence (1LoD) job role requiring practicing attention to detail and adherence to quality norms for backoffice operations.
- Upholding regulatory guidelines for KYC, CDD and complying with Banking Regulations, AML Standards for fraud detection of ID&V documents, onboarding customers through digital and non-digital medium.
- Utilized Microsoft Excel for publishing MI Reports and data analysis - Power Query, Lookup, and Pivot Tables for efficient data-driven decision-making, resulting in a 25% reduction in transaction processing time.
- Identifying process improvement opportunities and collaborated with the Dev-Ops team to implement automation solutions after conducting UAT.

- Watching Football
- Sketching

- Streamlined task prioritization and workflow management for the team; ensured all assignments were completed within SLA, maintaining quality standards that resulted in a 15% increase in overall output efficiency.
- Engaging with complaints specialist team as liaison for customer queries and complaints resolution.
- Participated in cross-process training sessions for supporting during high volume scenarios.

#### Key Skills

- Attention to Detail, Fraud detection and Quality Assurance
- Process Automation and Improvement
- Workflow Management and Task Prioritization
- Problem-Solving and Analytical Thinking
- Teamwork and Collaboration
- Effective Communication (Written and Verbal)

#### Technical Skills

- Microsoft Office Suite (Excel, PowerPoint, Outlook)
- Data Analysis
- Process Improvement Methodologies
- Agile Methodologies
- Risk Management

### Customer Service and Operations Analyst

NatWest Group

03/2019 - 10/2022

### Education

B.Com - Commerce

2018

University of Delhi, Delhi