

GAURAV BABBAR

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CAREER OBJECTIVE

I am seeking a challenging, dynamic role in operations that will allow me to leverage my skills and experience. Specifically, I am interested in a career within BGSC-FCS/WCOB and KYC-AML, where I can effectively contribute to disrupting financial crime through operations or support functions that best match my expertise.

SKILL HIGHLIGHTS

Relationship Management	Products and Services Knowledge
Customer Services	Operations understanding
Know Your Customer	Opening and closing procedures
Quality Management Systems	Training & Development
Continuous Improvement	Performance Assessment

ACHIEVEMENTS

- Received Employee of the month Award in DFO- TAV for Mar 2022, with 100% Quality & 98% Accuracy.
- Received "First Aider" license from St. John Ambulance, UK valid till Aug 2014.
- Awarded "F & B Star of the Month" at Holiday Inn London Heathrow (UK) for the month of September, October and November 2005 for best Guest service skills and up selling skills.
- Awarded "Brand Hearted Services" at Holiday Inn Reading South, Reading Berkshire, UK for best Customer service skills.

PROFESSIONAL EXPERIENCE

Designation : Senior Quality Control Analyst - FCS
Organization : Barclays Group Shared Services PLC
Duration : Aug 2022 - Nov 2024

Responsibilities :

- Conduct regular payment and transaction screening quality checks, provide trend analysis, and facilitate feedback calls with onshore and offshore teams.
- Manage the daily, monthly, quarterly, and annual performance of the QC team, making informed decisions based on the risk-based approach adopted for the bank's high-risk clients.
- Provide operations with performance dashboards on a weekly and monthly basis, and coordinate QC sessions to minimize errors.
- Liaise with operations and QA leads to identify shortcomings and strengthen the inter-team culture through knowledge sharing.
- Report any issues or potential risks to the manager in a timely manner, with relevant details and applicable controls, to avoid or limit any possible damage.
- Review and amend quality control SOPs and the quality framework periodically or on an as-needed basis.
- Serve as the key single point of contact for maintaining all evidence, QC logs, and process-related documents within the shared drive, from an audit and records management perspective.

Designation : Business Banking - TAV, KYC, AML
Organization : Barclays Group Shared Services PLC
Duration : July 2021 - Aug 2022

Responsibilities :

- As a Process Advisor, my primary responsibilities include: Conducting quality checks, Facilitating training needs, Successfully delivering end-to-

end trainings, Leading weekly/monthly internal QA calibration sessions with the operations team to ensure consistent understanding of concepts and procedures, and providing updates, Reporting issues and potential risks to management in a timely manner, with relevant details, to avoid or limit any possible damage, Preparing dashboards, management information, and weekly/monthly quality reports, Handling customer/client complaints and escalations in a timely manner, providing accurate resolutions

- Mentoring new joiners in the team, assist team manager to enhance the learning curve of the new joiners and inculcate a culture of teamwork Identify areas for improvement
- Adds value and improves customer Service Handling Team and Escalation handling ability, Collating of Communication/Process Updates Knowledge of sanction policy as well as AML and KYC procedure to follow, so that no global transfers reach to suspected individuals / organization.
- Monitored account activity and identified suspicious transactions, taking appropriate action to prevent fraud.
- Keyed customer contact information and payment data into system carefully observing corporate confidentiality procedures.
- Maintained customer records and updated account information.
- Investigated customer inquiries and resolved discrepancies in helpful and timely manner.

Designation : Dispute Chargeback Analyst
Organization : Barclays Group Shared Services PLC
Duration : May, 2019 - July 2021
Designation : Process Associate (Floor Mentor) (Expedia UK, Ebookers.com, EMEA)
Organization : InterglobeTechnologies Pvt. Ltd.
Duration : Apr 2018 - May 2019
Designation : Senior Customer Service Executive (LCC)
Organization : SpiceJet Airlines Pvt. Ltd.
Duration : Feb, 2016 - Sep, 2017
Designation : CSSA, Flight controller (Dedicated to Emirates Airline)
Organization : Air India SATS Pvt. Ltd.
Duration : Nov, 2014 - Feb, 2016
Designation : Duty Manager
Organization : Country Inn & Suites Hotel by Carlson, Sahibabad, India (Rooms 216)
Duration : June 2013 - Nov 2014

Designation : Night Auditor/ Duty Manager
Organization : Holiday Inn - Reading (South), Berkshire, UK (202 Rooms)
Duration : October 2011 - April 2013

Designation : Guest Services (Flight Controller)
Organization : Kingfisher Airlines Ltd. (The UB Group)
Duration : Aug, 2007 - March, 2011

Designation : Restaurant and Bar Host
Organization : Holiday Inn London, Heathrow, London, UK (230 Rooms)
Duration : June, 2005 - April, 2006

EDUCATIONAL CREDENTIALS

Master of Business Administration in Hospitality Management (University of Wales) by
 EHWL College, London, UK 2011-2013

PROFESSIONAL TRAINING

- *Extensive knowledge of FIRCO, World check, ESM, BCUS, QMS, EUDA, Full serve, AOM, Salesforce, Triumph, Navitaire, Skyspeed, Skyport, DCS (Departure Control Service) MACS, MARS, OPERA, MICROS, SABRE (Interact) Basic & Advance Version”,*
- *HOLIDEX (Holiday Inn World-wide Reservation Exchange)*
- *Working and extensive knowledge on Microsoft Office Software.*
- *Basic & Advance International Airport Handling Procedures. (2007- 2011)*
- *Documents Awareness Training from British High Commission, UK (2010- 2011)*

PERSONAL INFORMATION

<i>Place of Birth:</i>	<i>New Delhi, India</i>
<i>Date of Birth:</i>	<i>10th May 1985</i>
<i>Sex:</i>	<i>Male</i>
<i>Current Residing:</i>	<i>India</i>
<i>Hobbies:</i>	<i>Travelling, Cricket, Game, Football etc.</i>

References Available Upon Request