

# GAURAV BABBAR

Flat No E-741, Gaur Global Village, Crossing Republic, Ghaziabad, Uttar Pradesh, 201016, India  
Mobile: +91-9811857535 E-mail: gb100585@gmail.com

## 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  
Customer Services  
Know Your Customer  
Quality Management Systems  
Continuous Improvement*

*Products and Services Knowledge  
Operations understanding  
Opening and closing procedures  
Training & Development  
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

<b>Designation</b>	: Senior Quality Control Analyst - FCS
<b>Organization</b>	: Barclays Group Shared Services PLC
<b>Duration</b>	: Aug 2022 - Nov 2024
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>. Conduct regular payment and transaction screening quality checks, provide trend analysis, and facilitate feedback calls with onshore and offshore teams.</li><li>. 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.</li><li>. Provide operations with performance dashboards on a weekly and monthly basis, and coordinate QC sessions to minimize errors.</li><li>. Liaise with operations and QA leads to identify shortcomings and strengthen the inter-team culture through knowledge sharing.</li><li>. 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.</li><li>. Review and amend quality control SOPs and the quality framework periodically or on an as-needed basis.</li><li>. 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.</li></ul>

<b>Designation</b>	: Business Banking - TAV, KYC, AML
<b>Organization</b>	: Barclays Group Shared Services PLC
<b>Duration</b>	: July 2021 - Aug 2022
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• As a Process Advisor, my primary responsibilities include: Conducting quality checks, Facilitating training needs, Successfully delivering end-to-</li></ul>

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.

<b>Designation</b>	: <b>Dispute Chargeback Analyst</b>
<b>Organization</b>	: <b>Barclays Group Shared Services PLC</b>
<b>Duration</b>	: <b>May,2019 - July 2021</b>
<b>Designation</b>	: <b>Process Associate (Floor Mentor) (Expedia UK, Ebookers.com, EMEA)</b>
<b>Organization</b>	: <b>InterglobeTechnologies Pvt. Ltd.</b>
<b>Duration</b>	: <b>Apr 2018 - May 2019</b>
<b>Designation</b>	: <b>Senior Customer Service Executive (LCC)</b>
<b>Organization</b>	: <b>SpiceJet Airlines Pvt. Ltd.</b>
<b>Duration</b>	: <b>Feb, 2016 - Sep, 2017</b>
<b>Designation</b>	: <b>CSSA, Flight controller (Dedicated to Emirates Airline)</b>
<b>Organization</b>	: <b>Air India SATS Pvt. Ltd.</b>
<b>Duration</b>	: <b>Nov, 2014 - Feb, 2016</b>
<b>Designation</b>	: <b>Duty Manager</b>
<b>Organization</b>	: <b>Country Inn &amp; Suites Hotel by Carlson, Sahibabad, India ( Rooms 216)</b>
<b>Duration</b>	: <b>June 2013 - Nov 2014</b>
 <b>Designation</b>	 : <b>Night Auditor/ Duty Manager</b>
<b>Organization</b>	: <b>Holiday Inn - Reading (South), Berkshire, UK (202 Rooms)</b>
<b>Duration</b>	: <b>October 2011 - April 2013</b>
 <b>Designation</b>	 : <b>Guest Services (Flight Controller)</b>
<b>Organization</b>	: <b>Kingfisher Airlines Ltd. (The UB Group)</b>
<b>Duration</b>	: <b>Aug, 2007 - March, 2011</b>
 <b>Designation</b>	 : <b>Restaurant and Bar Host</b>
<b>Organization</b>	: <b>Holiday Inn London, Heathrow, London, UK (230 Rooms)</b>
<b>Duration</b>	: <b>June, 2005 - April, 2006</b>

## 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

---

---

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

References Available Upon Request