

Harshita Singh

EDUCATION

12th – CBSE Board
80.4 %

B.com(H) University of Delhi
Aditi Mahavidyalaya
67.7%

PROFESSIONAL SUMMARY

An Astute professional with focus on transaction monitoring and SAR (Suspicious Activity Report) filing. With solid years of hands-on experience in these areas, I possess a deep understanding of financial regulations and compliance requirements.

EXPERIENCE

[27-10-2017] - [30-10-2023]

Senior Analyst (NatWest Group)

- Delivered successful customer and business outcomes by processing authorizing and investigating all transactions incidents to define Key Performance Indicators (KPIs) and Service Level Agreements (SLAs).
- Monitored Transactions and identified red flags, frauds and Anti Money Laundering elements.
- Performed Enhanced Due Diligence, Customer Due Diligence, manual verification for end users.
- Identified potential loss/risk situations promptly, escalated to the relevant areas to minimize the risk to the business and the customer.
- Reviewed and analyzed alerts generated by transaction monitoring systems to identify potentially suspicious activities, conducting thorough investigations to determine the nature and validity of alerts.
- Following the process/procedure of the bank & ensuring compliance to rules and regulations of the bank including latest circulars & notifications.
- Captured and collated Management Information Reports, Weekly Reports, and Quality Reports according to recognized processes.

SKILLS

- Knowledge of procedure of disputed payments & Chargebacks.
- AML detection and Fraud Investigation Claims verifications, Data Validation & Compilation Validation.
- Interpersonal Skills to work effectively with Clients and Customers.

- Able to work under pressure and meet deadlines, while maintaining a positive attitude.
- Proficient in MS-Office, Banking Applications and Outlook.

ACHIEVEMENTS

- Received 'BRONZE OVATION' award by NatWest Group for being an all-rounder performer and being a helping hand in the hour of need.
- Received 'SPOT OVATIONS' award by NatWest Group for delivering training and processing high volumes.

TEAM ENGAGEMENT

- Worked closely with team members and act as a support for better understanding of banking operations and diligently meeting business targets.
- Managed Team activities including Recognition ceremonies & Fun-Fridays.