

BHAVYA KHANNA

Current Designation- Senior Advisor (Barclays India)

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PROFESSIONAL SUMMARY

A highly driven and detail-oriented professional with extensive experience across various aspects of corporate, commercial, and banking law, specializing in fraud management, risk & mitigation, compliance, governance, and dispute resolution. Adept at risk analysis, audit processes, due diligence, and case management, with a strong foundation in complaint resolution and client communication. Proven ability to manage high-stakes situations, improve operational efficiencies, and contribute to organizational success.

EXPERIENCE

Barclays, Noida

India 1.5 Operations (Escalation Desk)

Mar 2022 – Present

- Lead efforts in fraud management, identifying and mitigating risks related to banking operations, and developing counter measures to protect organizational interests.
- Played a major role in establishing and operating Escalation Desk within the Retail Banking process.
- Spearheaded complaint resolution efforts in retail banking, consistently achieving an 85%+ resolution rate, focusing on enhancing client satisfaction and minimizing operational risks.
- Conducted comprehensive investigations into potentially fraudulent activities, collaborating with cross-functional teams to develop and implement corrective actions.
- Played an integral role in governance and compliance, ensuring adherence to regulatory standards and internal policies.
- Performed internal audits and designed documentation protocols to ensure the efficiency of risk management systems and continuous improvement in business practices.
- Led training and knowledge-sharing sessions to enhance the performance of the team, improving SLA adherence and reducing customer complaints.
- Provided critical feedback to improve service delivery, playing a key role in the training and mentoring of new hires.
- Contributed to the development of robust control mechanisms, reducing risks and enhancing operational resilience.

Process Advisor, Amazon Development Centre India

Aug 2021 – Nov 2021

- Delivered high-quality customer service, consistently achieving a customer satisfaction rating of 90% or higher.
- Managed conflict resolution and handled customer complaints with a focus on maintaining professionalism and legal compliance.

Seller Support Executive, Flipkart

Dec 2020 – Aug 2021

- Supported Flipkart's merchant network by providing insurance claims and resolving disputes related to product losses.

- Analysed merchant risk profiles and facilitated insurance coverage based on claims, ensuring compliance with company policies and contractual agreements.
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EDUCATION

University of Lucknow

Bachelor of Laws (LL.B.) | **2019- 2024**

- Relevant Coursework: Corporate Law, Commercial Law, Risk Management
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SKILLS

- Client Communication & Handling resolutions.
 - Leadership skills
 - Problem Solving Ability.
 - Risk Management, Governance and Compliance.
 - Audit & Investigations.
 - Team & Group Management.
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Location: Delhi-NCR