

GAURAV TOKAS

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Professional Summary

Detail-oriented and analytical professional with over 3 years of experience in financial operations, compliance, and client onboarding. Proven expertise in KYC due diligence, dispute resolution, and regulatory adherence within banking and fintech environments. Adept at leveraging data analytics and customer insight to drive efficient workflows and ensure top-tier service delivery. Strong communicator with a proactive problem-solving approach, seeking to contribute to a fast-paced fintech organization.

Core Competencies

- KYC & AML Compliance
- Financial & Risk Analysis
- Customer Onboarding
- Dispute Resolution
- Salesforce, Zendesk, Twilio, World Check, LexisNexis, Actimize, Core.
- Data Analytics & Reporting
- Complaint Management
- MS Office Suite
- Technical Support & Diagnostics
- AI & Internet Research

Professional Experience

WNS Global Services – Senior Associate, Compliance Operations November 2023 – December 2024

- Conducted KYC reviews for individual and corporate clients, ensuring compliance with AML regulations.
- Performed PEP and Sanctions screening using WorldCheck and LexisNexis.
- Handled KYC verification and due diligence for new and existing clients, aligning with regulatory requirements.
- Supported client onboarding, including documentation verification and account setup.
- Assisted customers in resolving account verification issues in a timely manner.

Concentrix – Senior Executive, Dispute Resolution (Chime Bank) Feb 2022 – Apr 2023

- Led support for Chime Bank clients, resolving disputes related to account transactions and unauthorized charges.
- Managed rebuttal filings and ensured accurate resolution of financial grievances.
- Delivered consistent customer satisfaction while maintaining adherence to banking protocols.

Concentrix – Senior Technical Support Advisor (Apple Account) Apr 2021 – Feb 2022

- Delivered multilingual support for Apple customers via chat and email.
- Diagnosed device-related technical issues and offered solutions aligned with Apple standards.
- Maintained customer retention through clear communication and empathetic problem-solving.

Virtuos Vision (Internship) – Marketing Strategy Intern

- Conducted market trend analysis and competitor benchmarking.
- Contributed to strategic planning for product outreach.

Education

Bachelor of Business Administration (BBA)
Guru Gobind Singh Indraprastha University

Senior Secondary (12th Grade)
Hope Hall Foundation School – RK Puram, New Delhi

Secondary (10th Grade)
Hope Hall Foundation School – RK Puram, New Delhi

Languages

- English – Upper Intermediate (B2)
- Hindi – Proficient (C2)