

# TUSHAR SINGH

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## Summary

Results-driven Risk Operations professional with 1+ year of specialized experience in **fraud detection**, **KYC screening**, and **AML compliance**. Proven ability to conduct in-depth transaction reviews, identify suspicious activity, and collaborate across teams to strengthen financial crime prevention. Skilled in screening operations, regulatory reporting, and maintaining high-quality operational standards aligned with global banking regulations.

## Core Competencies

- Customer Due Diligence (CDD) & Enhanced Due Diligence (EDD)
- Financial Crime & AML Compliance
- Screening & Risk Analysis
- Fraud Detection & Transaction Monitoring
- Regulatory Reporting & Risk Mitigation
- Sanctions/PEP/Adverse Media Screening
- Cross-Functional Collaboration
- Microsoft Excel & Financial Data Analysis
- Verbal & Written Communication
- Attention to Detail

## Experience

### Associate Risk Ops | WNS Global Services - Gurgaon, IN | 04/2024 - 05/2025

- Executed KYC, Fraud, and Partner Risk screening processes to assess risk exposure.
- Conducted screening checks on customer profiles and transactions to flag suspicious activities.
- Performed sanctions, adverse media, and open-source screening to ensure regulatory compliance.
- Collaborated with internal risk teams to report findings and enhance risk mitigation strategies.
- Prepared detailed reports and summaries with actionable insights for compliance stakeholders.
- Identified areas for operational improvement and recommended enhancements to screening processes.
- Ensured adherence to AML policies, internal guidelines, and regulatory frameworks.
- Maintained updated knowledge through continuing education and advanced training.

### Customer Associate | Tech Mahindra - Noida, IN | 10/2023 - 04/2024

- Delivered timely and effective support through chat/email while maintaining regulatory sensitivity.
- Built rapport with clients, handled queries, and ensured resolution aligned with service SLAs.
- Provided insights for improving support processes and client experience.
- Processed returns and exchanges according to established guidelines.
- Assisted customers in finding the right product to fit their needs.
- Logged customer interactions accurately to support audit and compliance reporting requirements.
- Flagged unusual customer behavior or suspicious queries for further review by the risk and compliance team.

### Senior Customer Service Representative | HCL Technologies - Lucknow, IN | 01/2019 - 09/2020

- Managed escalations and investigated insurance account discrepancies.
- Ensured compliance with internal procedures and industry regulations while resolving payment issues.
- Interacted with stakeholders to validate account details and issue resolutions.
- Reviewed and processed underpaid or unpaid claims and facilitated appropriate follow-up.
- Documented detailed case notes and follow-ups to support transparency and internal audits.
- Conducted customer service training for new hires.

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## Education

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Babu Banarasi Das University | Lucknow | 06/2017

**BBM(P): Business Management**

Raj English School | Varanasi | 05/2013

**Intermediate Certificate: Science**

St. Mary's Sr. Secondary School | Banda | 05/2010

**High School Diploma**

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## Certifications

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- **Anti-Money Laundering & Customer Verification** – Alison
- **Executive PGP – Full Stack Development** – IIIT Bangalore
- **Digital Marketing Certification** – DigiTrend Lucknow

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## Additional Information

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- Proficient in working under defined SOPs and regulatory frameworks
- Demonstrates values: **Respect, Integrity, Service, Excellence, and Stewardship**
- Adapts to evolving compliance and screening standards through continuous learning