

ISHA

Senior Associate



Detail-oriented KYC and AML professional with over 3.5 years of experience in financial services and regulatory operations specializing in the end-to-end KYC lifecycle, AML compliance, and due diligence. Proven ability to manage KYC onboarding, risk assessment for high-risk global client portfolios. Skilled in transaction monitoring, PEP and sanction screening, source of fund analysis, and ownership verification.

EXPERIENCE



Senior Associate – Genpact

February 2025 – Present

- Managed end-to-end KYC operations for diverse global client portfolios, ensuring accuracy in client onboarding, periodic refresh, remediation, and KYC review processes.
- Conducted detailed Enhanced Due Diligence (EDD) including ultimate beneficial ownership verification, source of funds/income analysis, PEP reviews, and negative alert.
- Maintained and updated process documentation to reflect current controls, workflows, and regulatory requirements.
- Collaborate with cross-functional teams to resolve escalations related to compliance issues.



Process Associate – Bajaj Capital

Dec 2023 – Feb 2025

- Oversaw KYC onboarding and periodic reviews for customer accounts, ensuring adherence to Customer Due Diligence (CDD).
- Analyzed customer profiles to identify AML red flags and collaborated with compliance teams for timely remediation.
- Provided high-quality multi-channel customer support (calls, emails, walk-ins), maintaining a client satisfaction rate.



Relationship Manager – IIFL Securities Ltd.

Feb 2022 – Dec 2023

- Tailored client service approaches according to individual profiles, boosting customer engagement and satisfaction.
- Conducted transaction monitoring and anomaly detection to flag suspicious activities, supporting the compliance team in mitigating financial risks.

EDUCATION



Master of Business Administration

Indira Gandhi National Open University | 2025 – 2027



Bachelor of Art's(English Hons.)

Delhi University | 2020 – 2024

CONTACT

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[Linkedin](#)

CORE SKILLS

Anti-Money Laundering (AML)
Know Your Customer (KYC)
Enhanced Due Diligence (EDD)
Customer Due Diligence (CDD)
Transaction Monitoring
Suspicious Activity Reporting
PEP Screening
Regulatory Compliance
Risk Assessment & Mitigation
Process Improvement
Cross-Functional Collaboration

TOOLS & TECHNOLOGIES

Salesforce
Zoho CRM
World-Check
Actimize/SAS AML
Microsoft Office Suite (Excel, Word, PowerPoint)

CERTIFICATIONS

Anti-Money Laundering Concepts: AML, KYC And Compliance – Udemy

Anti-Money Laundering Specialization – Coursera

Diploma In AML And KYC – Alison

LANGUAGES

English – Advance

Hindi – Native