

# Vartika Singh

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## **PROFILE SUMMARY**

MBA graduate and client onboarding specialist with hands-on experience in KYC/VKYC processing, credit card application management, and regulatory compliance. Proven track record of performing due diligence, coordinating with internal stakeholders, and ensuring seamless customer onboarding. Skilled in CRM systems, document verification, and risk assessment aligned with RBI and internal guidelines.

## **KEY COMPETENCIES**

Customer Relationship Management (CRM)	Market Research	Strong interpersonal skills
Strategic Planning	Critical thinking skills	Cross-Functional Team
	Excellent communication skills	Coordination

## **PROFESSIONAL EXPERIENCE**

### **EazyDiner Pvt Ltd**

**Feb 2024 - Sep 2025**

- Executed end-to-end client onboarding and periodic KYC reviews in line with RBI guidelines and internal compliance standards.
- Performed due diligence and enhanced due diligence EDD checks including identity verification, income assessment, and ownership validation for individual and joint applicants.
- Escalated guest payment-related issues to the appropriate internal teams, coordinated resolution, and ensured customer concerns were addressed promptly to maintain compliance and service quality.
- Managed complete credit card application lifecycle eligibility verification, document collection, validation, and submission for approval.
- Verified KYC and VKYC documentation with customer, ensuring 100% compliance with regulatory requirements.
- Collaborated with internal teams including Sales, Risk, and Operations to resolve data discrepancies and streamline onboarding processes.
- Led a 5-member team to enhance application processing speed and query resolution rate by 20%, achieving strong customer satisfaction metrics

### **Aashaman Foundation – Intern**

**Mar 2022 – Sept 2022**

- Conducted secondary research on key social issues, compiling insights that shaped 3+ major outreach campaigns.
- Designed and managed digital content calendars across social media platforms, increasing follower engagement by 30% in three months.
- Created dashboards and visual reports for campaign performance using Google Sheets, improving visibility for management stakeholders...
- Coordinated with internal teams to ensure timely delivery of campaign materials, achieving 100% adherence to planned timelines.

## **Education**

### **Master of Business Administration (Marketing & Finance)**

2022-2024

Chandigarh University

### **Bachelor's**

2017-2020

Lucknow University

## **Certification**

- Certificate program in General Management for aspiring Women, IIM JAMMU
- Certification in Excel skills for Business, Coursera
- Power BI
- CPBFI Course, Bajaj Finserv