

Muskan Srivastava

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Professional Summary

Non-IT Professional with 4.8 years of experience supporting organizational operations and delivering high-quality outcomes. Demonstrated ability in client management, compliance verification, and team coordination. Strong interpersonal and communication skills, with a proactive mindset and the ability to work both independently and collaboratively.

Experience

Senior Associate – Genpact

August 2023 – August 2025

- Identifying and escalating suspicious activities in the alerted transaction, including predicate offenses of money laundering and terrorist funding.
- Performed a sanction screening process leveraging advanced tools, resulting in enhanced efficiency and accuracy in identifying individuals or entities on watchlists, thereby ensuring compliance with regulatory requirements and minimizing the risk of financial sanctions violations.
- Conducted complex case investigations, clear alerts, negative news, and conducted sanction screening and reviews in accordance with the bank's policies and procedures.
- Write a narrative about the activities in account of why these appear to be reasonable/Not reasonable.
- Experienced in monitoring transactions, recognizing red flags, and managing fraud trends to effectively address and mitigate potential risk in financial activities.
- Developed and implemented strategies to enhance risk management, contributing to a proactive approach in safeguarding against potential threats.
- Responsible for processing disputes in debit and credit card fraud, and P2P transfer fraud, maintaining a perfect 100% quality score and decision accuracy.
- Perform proper review and investigate disputed card transactions by collecting sufficient information to take appropriate action such as denial of dispute case or raised chargebacks.
- Responsible for processing disputes initiated by card holders including investigation, analyzing & resolving them in required timeframe.
- On boarded new clients, performing KYC checks by collecting, reviewing, and verifying necessary documentation, ensuring compliance with regulatory standards.
- Utilize KYC screening tools to validate customer identities, verify documents, and ensure all regulatory requirements are met during the onboarding process.

Process Associate – HCL Technologies

January 2021 – June 2023

UK Based Project (Banking): Email

- Responded promptly to customer inquiries; communicated via email; resolved complaints.
- Performed EDD and CDD reviews on customers.
- Managed corporate client relationships and prepared MIS reports.
- Conducted internal research using proprietary tools.

UK Based Project (Banking): Verification and KYC

- Verified customer documents such as ID and address proofs.
- Recorded KYC details including AML risk rating and occupation.
- Maintained accurate records of customer interactions and transactions.
- Created KYC profiles and escalated AML cases for investigation.

Professional Skills

- Stakeholder Engagement
- Client Management
- CDD and EDD
- Banking and Finance
- Transaction monitoring and Fraud Investigation
- Microsoft Office (Excel, Word, PowerPoint)
- Team Handling & Management

Personal Skills

- Strong Communication
- Interpersonal Skills
- Time Management
- Team Collaboration
- Conflict Management
- Public Speaking

Education

Bachelor of Business Administration, Lucknow University, Uttar Pradesh

July 2017 – August 2020

Hobbies

- Music
- Travelling
- Sports
- Mentoring / Coaching