

Praroop Mathur

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Professional Summary

Results-driven compliance professional with **8 years of total experience**, including nearly **3 years in Fraud Analysis, AML/KYC, and Customer Due Diligence**. Expertise in identifying suspicious activities, preparing **SARs**, and ensuring compliance with regulatory frameworks. Skilled in **transaction monitoring**, risk mitigation, and using compliance tools to detect financial crimes. Well-versed in global standards like **FATF** and **FinCEN**, with a strong focus on data integrity and proactive risk management.

Skills

- ❖ AML/KYC
- ❖ Fraud Management & Fraud Identifying Tools
- ❖ Compliance & Dispute Management
- ❖ Transaction Analysis
- ❖ Chargeback & Dispute Management
- ❖ MS Office
- ❖ SAR / STR Filing
- ❖ Risk Assessment
- ❖ Regulatory Compliance (RBI, FATF)
- ❖ Data Analysis & Reporting

Tools

- ❖ Actimize, Fircosoft, World-Check, LexisNexis, Dow Jones, Siebel CRM, SQL, MS Excel SAS, ACI, Excel, SQL and internal CRM tools.

Professional Experience

Organization:	GENPACT, Jaipur (Rajasthan)		Feb 2022 – Dec 2024
Designation:	Process Developer	Process:	WEX Bank (USA)
Responsibilities:	<ul style="list-style-type: none">• Conducted AML/KYC due diligence for corporate and retail clients, including UBO verification, source of wealth checks, and periodic reviews.• Investigated fraudulent transactions and disputes, validating cases via Suspicious Activity Reports (SARs) and preparing escalation notes.• Performed transaction monitoring on cross-border payments, analyzing alerts for unusual patterns, structuring, and high-risk geographies.• Conducted sanctions, PEP, and adverse media screening using World-Check, LexisNexis, and Fircosoft, escalating true matches.• Resolved 200+ fraud and dispute cases monthly, saving ~\$90,000 annually for clients.• Successfully remediated 100+ high-risk accounts within regulatory deadlines during KYC backlog clearance projects.• Reduced TAT for periodic reviews by 37% through checklist-based review models, improving compliance efficiency.• Supported regulatory audits and internal reviews by maintaining accurate audit trails and documentation.		

Achievements:	<ul style="list-style-type: none"> Decreased average chargeback resolution time by an Average 15%. Win rates higher on re-presentments by 90%. Detected constant fraud patterns and assisted the fraud team in developing and applying preventive measures.
	Process : NAB (Australia)
Responsibilities:	<ul style="list-style-type: none"> Handled end-to-end processing of home loan applications, including document verification, credit assessment support, and coordination with customers and brokers. Ensured compliance with regulatory and internal policies, performed KYC and risk checks, and facilitated timely loan disbursements and settlements. Maintained accurate records using internal systems and supported smooth communication across all stakeholders involved in the mortgage process.

Organization:	Teleperformance, Jaipur	Aug 2021 – Feb 2022
Designation:	Technical Support Executive	Domain : EA Sports (Gaming Company)
Responsibilities:	<ul style="list-style-type: none"> Handled irate customers on escalated cases with complete proficiency & efficiency. Problem resolution & ticket closures for all cases assigned. Maintained accurate CRM records of disputes and client interactions for audit readiness. Appreciation award by GM for exemplary Leadership Skills & Branding Skills. 	

Organization:	INK Business Media, Mumbai	Jan 2016 – Jun 2017
Designation:	Deputy Manager-Marketing	Department : Marketing & Branding
Responsibilities:	<ul style="list-style-type: none"> Managed Branding, Sponsorship, Exhibitors collaboration, Media Events for major corporate accounts. Managed corporate client accounts, ensuring financial documentation and compliance in sponsorship and partnership contracts. Organized Brand Building activity & conducted Sponsorship Events. Pitched & involved in executing the Marketing Solutions. Gathered client requirements and prepared a comprehensive brand/media plan by identifying unique communication avenues. Gathered market and customer research on clients to understand their business strategy CEO, Cash award for Brand Management in 'HR Conclave'. COO, Cash Award for supporting Marketing Team during 'Banking & Finance Conclave'. Appreciation by Chairman for outstanding "Ideation & Communication" in 'MSME Conference'. Appreciations in 'Medical & Health Conclave'. 	

Organization:	CarDekho, Jaipur	Jul 2012 – Oct 2015
Designation:	Operation Executive	Company : TVS, Hyundai, Mercedes Benz
Responsibilities:	<ul style="list-style-type: none"> Managed end-to-end car buying and selling process. Coordinated with dealers and internal teams. Oversaw loan, insurance, and RTO documentation compliance for automobile clients. Provided post-sales support for customer satisfaction. Consistently met sales targets in a fast-paced setup. 	

Academic Qualification

Qualification	Degree	Year	Board/University
Post-Graduation	MBA (Finance- Major, HR- Minor)	2022	JECRC University, Jaipur
Graduation	BBA	2020	Jaipur National University, Jaipur

Declaration

I, Praroop Mathur, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Praroop Mathur

Jaipur, Rajasthan