

DEEPTI PANT

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SUMMARY

Detail-focused Analyst with over a year of experience in transaction monitoring and Insurance claims. Adept at identifying suspicious activities, analyzing transaction patterns, and ensuring compliance with regulatory standards. Enthusiastic about applying analytical skills to support fraud prevention and strengthen internal controls. Strong problem-solving and communication skills with a focus on delivering accurate, actionable reports.

Skilled in death claims, reviewing policies, verifying documentation, and ensuring timely settlements. Proven track record of resolving claims efficiently while adhering to company guidelines and legal requirements.

WORK EXPERIENCE

Zinnia Digital Service LLP. | Gurugram

April 2025 - Present

Senior Associate II

- Processed Required Minimum Distribution (RMD) requests for policy beneficiaries in accordance with regulatory guidelines.
- Handled end-to-end processing of death claims for Qualified contracts (including 401(k), Roth 401(k), 403(b), Roth 403(b), IRA, and Roth IRA accounts) and Non-Qualified contracts.
- Reviewed and validated critical death-related documentation, such as death certificates, tax withholding forms etc.
- Reviewed and verified claim documentation, including death certificates, policy documents, and beneficiary information.
- Maintaining accurate records and ensuring timely claim payments by successfully managing same-day resolution of variable cases.
- Evaluate submitted claim paperwork to determine if it is IGO (In Good Order) or NIGO (Not In Good Order), applying plan-specific requirements and regulatory guidelines.
- Maintained 100% adherence to SLA timelines with strong focus on quality and error-free documentation.

EXL Services | Noida

Feb 2024- April 2025

Associate

- Transaction Monitoring-working on a customer account and analyzing the transaction patterns of users to identify the red flags and escalate them to the next level if required.
- Conducted sanctions and PEPs checks against OFAC/UN/EU lists.
- Drafted and documented case notes summarizing findings for escalated alerts.
- Investigated customer transactions involving round-trip transfers, structuring, and cross-border transfers.
- Reviewed, analyzed, and escalated suspicious financial activities, leading to the filing of Suspicious Activity Reports (SARs).
- Analysed financial documents and reports to identify suspicious patterns and potential financial crimes.

Content Moderator

- Worked in Content moderation to ensure platform remains a safe place for users, viewers, and creators.
- To ensure that YouTube's community Guidelines are effectively and efficiently enforced across the platform.
- As a Trust and Safety Associate, I was responsible for analyzing and reviewing user profiles, videos, and text-based content.

EDUCATION

GRADUATION | DELHI UNIVERSITY

2018 - 2021

BCOM (HONS)

Passed in First Division

12th CLASS (COMMERCE)

2016 - 2018

Passed in First Division from CBSE board Delhi

10th CLASS

2015 - 2016

Passed in First Division from CBSE board Delhi