



HIMANI RAJPOOT

📍 Iffco Chowk colony, Sector 17
B, Gurugram

📞 7900512862

@ himaniks02@gmail.com

✈ Skills

Time Management Focus

Commitment to Excellence

🗣 Languages

Hindi English

👤 Personal Details

Date of Birth : 01-01-2002

Nationality : Indian

Gender : Female

🎯 Objective

To work with an organisation in order to enhance the skill set by facing challenges, getting some experience and further utilize the growth of marketing sector in an organisation.

📁 Experience

○ Genpact 08/2023 - 10/2025

Roles and Responsibilities.

- Investigates a claim or complaint, often initiated by someone who believes there's an error or issue with a transaction, credit report, or other matter.
- Review new applications for fraud and credit risk and employment verification.
- Reviews disputed transactions to investigate fraud claims, identify chargeback opportunities and ensure compliance with Regulation.
- Transaction monitoring investigations, identifying potential suspicious activities and reporting findings in line with regulatory requirements.
- Analysed customer transactions across various products and services to detect unusual behaviour based on risk indicators and red flags.
- Analyze transaction monitoring alerts from start to finish, assessing red flags and deciding whether to close or escalate.
- Prepare and present reports on collection activities and progress in OTC.
- Customer management account creation, maintenance as per customer requirements with an end to end management through SAP.
- Managing queues with a continuous check on TAT on two different tools.

🎓 Education

○ Dr.Bhim Rao Ambedkar University, Agra
Bachelor's in Commerce

2018-2021



Dr. A.P.J Abdul Kalam Technical University, Lucknow

MBA- Finance, Marketing

2021-2023



MBA SUMMER INTERNSHIP 2022



Company: VFN Group

Learning about Insurance

Learning about Mutual Funds

Preparing Portfolio Report of Mutual Funds (SIP) of given Data.



CERTIFICATE



Ms- EXCEL:

Putting basic Formula

Freeze Panes

Vlookup

Hlookup