






Personal details

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-  November 26, 2002
-  Indian

Education

- MBA in Finance & Financial Management**
Jul 2025 - Present
Indira Gandhi National Open University (IGNOU), New Delhi
- Bachelor of Science (Biology)**
2019 - 2024
Indira Gandhi National Open University (IGNOU), New Delhi

Skills

- KYC & Customer Due Diligence
- Cryptocurrency & Blockchain Technology
- Transaction Monitoring & Fraud Detection
- Risk Analysis & Compliance
- Financial Services Security Controls
- Customer Service & Support
- Use of Fintech Tools

Shubham Kumar

Profile

Detail-oriented Fintech professional with 2 years of experience in customer operations, specializing in cryptocurrency fraud support, KYC, and compliance. Skilled in end-to-end KYC and AML processes, with hands-on experience in customer identification, sanctions screening, transaction monitoring, and reporting of suspicious activities. Demonstrates strong expertise in key areas such as Customer Due Diligence (CDD), Enhanced Due Diligence (EDD), Politically Exposed Person (PEP) assessments, and the use of CRS tools. Holds the FinTech Security and Regulation (RegTech) certification from The Hong Kong University of Science and Technology (HKUST), highlighting advanced knowledge of regulatory technology and its application in financial compliance and security.

Employment

- Senior Associate**
Genpact India Pvt Ltd, Gurgaon
Dec 2024 - Nov 2025
- Managed end-to-end investigation of cryptocurrency transactions, leveraging blockchain analysis tools to detect and prevent money laundering, terror financing, and complex fraud schemes.
 - Effectively handled high-volume live chats support through Salesforce, providing guidance on safe digital asset management, security protocols, and fraud prevention—leading to a reduction in repeat scam incidents and enhancing overall platform trust.
 - Identified and flagged suspicious activities, contributing to fraud prevention efforts, and assisted multiple customers with account recovery and security restoration.
 - Implemented advanced KYC, CDD, and EDD protocols to verify customer identities and evaluate risk profiles for complex cryptocurrency transactions, reducing exposure to money laundering and fraud.
 - Utilized advanced analytics and blockchain explorers to trace funds across multiple wallet hops, supporting asset recovery and source-of-funds verification in complex crime investigations.
 - Developed and delivered comprehensive training modules for junior associates on blockchain analysis and fraud detection techniques, supporting the team in resolving challenging and complex concerns to consistently meet and exceed quality standards while enhancing overall team efficiency and expertise.

- Resolved high-sensitivity queries on credit card fraud, chargebacks, and legal data corrections.
- Trained new hires on compliance protocols and customer handling etiquette.
- Recognised for maintaining 98%+ QA compliance on financial support cases.
- Handled customer interactions via live chat for online order placement, order tracking, replacements, refund policy inquiries, and support for seamless e-commerce experiences.
- Investigated and resolved customer credit card disputes, ensuring accurate documentation and compliance with regulatory standards to protect both clients and the organization.

Certificates and Courses

SEBI Investor Certification Examination- NISM

Jan 2025

- Completed comprehensive training on securities laws and regulations as per SEBI guidelines.
- Gained in-depth knowledge of SEBI's regulatory framework governing investor protection and market integrity.

FinTech Security and Regulation (RegTech) -HKUST

Jul 2025

- Gained expertise in the application of blockchain technology to enhance security and regulatory compliance in financial services.
- Developed skills to implement RegTech solutions for automating compliance monitoring and reporting.

End to End AML-KYC, Udemy

Aug 2025

- Completed comprehensive training on Anti-Money Laundering (AML) and Know Your Customer (KYC) processes tailored for financial institutions and cryptocurrency platforms.
- Equips professionals with practical skills in Customer Due Diligence (CDD), Enhanced Due Diligence (EDD), Politically Exposed Person (PEP) management, and the use of regulatory and compliance (CRS) tools for effective financial crime prevention.