



RACHNA

OBJECTIVE

I want to work for an organization, where I can acquire new knowledge, sharpen my skills and put my efforts on achieving organization's goals as well as personal goals.

CONTACT

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HOBBIES

Reading Books
Cooking

PROJECTS

E-filing of income tax

- Conducted a survey during internship to assess awareness of e-filing among 50 individuals.
- Found that 60% of respondents were unaware of e-filing, while the remaining 40% were informed.

SKILLS

- Proficient in MS Word, Excel, and PowerPoint for document creation, data analysis, and presentations.
- Knowledge about search engines of fraud analysis.
- Familiarity with laws and regulations like AML (Anti-Money Laundering), KYC (Know Your Customer), and GDPR.
- Familiarity with tools like Actimize, SAS, or in-house systems.
- Knowledgeable in financial customer transactions.
- Strong communication skills for effective interaction and relationship building.

WORK EXPERIENCE

WNS - Analyst

Aug 2023–Present

- Currently working in fraud prevention, specializing in ACH fraud, account takeovers (ATO), MCD and transaction monitoring.
- Responsible for analysing suspicious activities, conducting outbound calls for verification (if required), and implementing proactive measures to mitigate risks.
- Escalating identified red flags and risk concerns to the appropriate escalation or compliance team.
- Prioritize work to meet and exceed deadlines.
- Ensured compliance with relevant laws and policies.
- Maintain professional persistence when reviewing transactions or speaking with customers.
- Reviewing and analysing alerts generated by transaction monitoring systems to detect potentially suspicious behavior.

- Provided concise analysis and conclusion based on survey findings.

Concentrix – Customer Service Representative

Dec 2022–Aug2023

- Provided exceptional customer service via email channels.
- Resolved escalated customer issues promptly and effectively.
- Collaborated with team members to identify improvement opportunities and enhance departmental performance.
- Consistently maintained high performance standards since hire.

EDUCATION

Amity University Online - MBA

2024 - current

Specialization in Human Resource Management

GVM Institute of Technology and Management

2019 - 2022

Bachelors of Business Administration

7.1 CGPA

Hansraj Senior Secondary School

2018 – 2019

Commerce

70%