

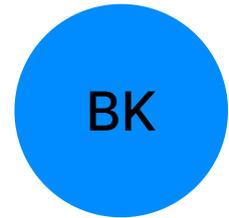
BHUPINDER

Customer Service and Operations Professional

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New Delhi, India



SUMMARY

As a detail-oriented professional with over 2 years of experience in customer service and operations, I am currently engaged in supporting the Verizon project at Tech Mahindra. My expertise includes KYC screening, transaction monitoring, and compliance operations. I am skilled at issue resolution and cross-functional collaboration, eager to transition into an AML/KYC Analyst role to enhance risk management and compliance efforts

EXPERIENCE

Associate

Tech Mahindra

Noida

Currently supporting the Verizon project

- Conduct screening checks on customers and transactions to ensure compliance with regulatory standards
- Monitor and review customer profiles, escalations, and unusual patterns to detect potential financial crime
- Maintain accurate records and reports of investigations, supporting compliance and audit requirements
- Collaborate with cross-functional teams to enhance controls and screening procedures
- Assist in the development of process improvements to increase efficiency in compliance operations

Team Member

FIS Global Solutions Pvt. Ltd

Gurugram

- Handled sensitive financial data with accuracy, maintaining compliance with internal policies
- Resolved client queries while adhering to banking compliance protocols
- Assisted in data validation and transaction reviews, contributing to fraud risk mitigation
- Supported team goals to achieve high standards in operational excellence and quality assurance

Advisor

Concentrix Daksh India Pvt. Ltd

Gurugram

- Responded to customer inquiries and issues via chat, email, and phone, ensuring adherence to service protocols
- Maintained accurate documentation of client interactions for compliance and audits
- Collaborated with colleagues to resolve escalations efficiently and improve service delivery

EDUCATION

Bachelor of Commerce (B.Com)

Delhi University

01/2019 - 01/2022 New Delhi, India

LANGUAGES

Hindi

Native



English

Native



Nepali

Native



Punjabi

Advanced



SKILLS

AML

Google Drive

KYC

Microsoft Office

Gmail