

SUSHIL YADAV

Banking Operations

📞 9650191089 ✉ sy1032748@gmail.com 📍 New Delhi, India

EXPERIENCE

Process Developer

Genpact India Pvt Ltd

📅 05/2021 - Present 📍 Noida, India

A leading global professional services firm providing services in banking operations.

- Onboarding a new client involves conducting due diligence and performing KYC checks.
- Conducting internal audits from various departments.
- Expertise in conducting AML risk assessments to identify vulnerabilities and recommend mitigation strategies.
- Maintenance and Updation of Client Confidential Documents.
- Regular interaction with Bankers and Accreditation Processing Team.
- Comprehensive experience in Know Your Customer (KYC) and Enhanced Due Diligence (EDD) processes for high-risk customers.
- Building positive working relationships with existing customers for repeat business.

Process Associate

IGT Solutions

📅 04/2016 - 06/2019 📍 Gurgaon, India

A global provider of technology solutions and services for the industry.

- Assisted customers in booking, updating, or amending reservations.
- Prepared monthly Sales Reports for management review.
- Handled escalations and provided resolutions.
- Provided special assistance during irregular operations.
- Handled Group Reservations.

Senior Executive

Happy Easy Go India Pvt Ltd

📅 07/2019 - 03/2020 📍 Gurgaon

A global provider of technology solutions and services for the industry.

- Proficient in building strong customer relationships to ensure retention and loyalty.
- Ability to provide accurate and insightful product or service recommendations based on customer needs.
- Skilled in resolving customer complaints effectively to maintain satisfaction.

Senior Associate

Aegis Customer Support services Pvt Ltd

📅 2020 - 2021 📍 Gurgaon

A global provider of technology solutions and services for the industry.

- Excellent verbal and written communication skills to interact effectively with diverse customers.
- Ability to handle customer concerns with patience and care, ensuring satisfaction.

EDUCATION

Bachelor Of Business Economics

Delhi University

📅 06/2011 - 06/2015 📍 New Delhi, India

Commerce with Math's

CBSE

📅 04/2010 - 04/2010 📍 New Delhi, India

SUMMARY

I am a result-oriented professional with over 7 years of experience in banking operations, focusing on client onboarding and document quality checks. I excel in developing business continuity plans and ensuring service standards that contribute to operational excellence. I possess strong communication skills and a passion for financial markets and ethical banking practices.

STRENGTHS

★ Banking Operations

Advanced knowledge of banking operations and strong communication skills.

★ Analytical Skills

Proficiency in decision making and analytical thinking.

LANGUAGES

English

Proficient



Hindi

Native



SKILLS

Advance Excel

Due Diligence

EXCEL

KYC