

MRIGENDRA KUMAR

Phone No.: +91-97113-97840

mrigendraku51@gmail.com | <https://www.linkedin.com/in/mrigendra-kumar-4a468b164/>

Operations & International Business Professional | Team Management | Process Optimization | Compliance & KYC Analyst

PROFILE SUMMARY

MBA in Operations Management and International Business, currently working as a Content and KYC Analyst at Info Edge India Ltd. Experienced in managing teams, leading projects, and ensuring timely execution of operational and administrative tasks. Adept at optimizing resources, streamlining processes, and maintaining compliance in international business operations. Proven ability to handle complex challenges with strong problem-solving, time-management, and leadership skills.

Seeking an opportunity to leverage my expertise in operations and business management within a dynamic and growth-oriented environment. Committed to driving efficiency, enhancing process effectiveness, and contributing to organizational success through strategic decision-making and continuous improvement initiatives.



SIGNATURE SKILLS

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|------------------------|--------------------|--------------------------------|
| Stakeholder Management | Project Management | Cross-functional Collaboration |
| Operations Management | Strategic Planning | Data Analysis & Reporting |
| Team Management | Analytical Skills | KYC & Compliance |

WORK EXPERIENCE

INFOEDGE | CONTENT AND KYC ANALYST | SEP 2024 - MARCH

- ▶ **Reviewing and Analyzing Content:** Examine website content, social media posts, and customer communications to identify risks, inconsistencies, or inaccuracies that may impact business reputation or compliance.
- ▶ **Monitoring Trends and Sentiment:** Track emerging market trends, public sentiment, and competitor activities to provide insights that inform business strategies and decision-making.
- ▶ **Ensuring Brand Consistency:** Maintain a uniform brand voice and messaging across all platforms to align with company values and objectives.
- ▶ **Content Compliance & Regulatory Adherence:** Ensure that all published content adheres to industry regulations, internal guidelines, and ethical standards.
- ▶ **Content Moderation & Risk Mitigation:** Identify and flag inappropriate, misleading, or harmful content to prevent reputational and legal risks.
- ▶ **Customer Due Diligence:** Conduct thorough verification of new and existing customers, ensuring compliance with AML regulations by reviewing identification proofs, bank statements, and transaction records.
- ▶ **Compliance Monitoring:** Ensure adherence to evolving KYC regulations and internal policies by staying updated on regulatory changes and conducting regular compliance audits.
- ▶ **Stakeholder Collaboration:** Work closely with internal compliance, legal, and customer support teams to ensure smooth KYC and content verification processes.
- ▶ **Process Optimization & Automation:** Recommend and implement improvements in KYC and content analysis workflows to enhance operational efficiency and accuracy.

nThrive | Trainee | Apr 2020 - Aug 2020

- ▶ **Achieving Production Targets:** Consistently meet or exceed daily, weekly, and monthly production targets, ensuring efficient task completion.
- ▶ **Maintaining Quality Standards:** Ensure adherence to quality targets (minimum 95%) by maintaining accuracy and attention to detail in all work.
- ▶ **Policy and Guideline Compliance:** Review and assess policy guidelines for providers to ensure compliance with organizational standards and regulatory requirements.
- ▶ **Data Validation & Communication:** Communicate with providers and copy services to validate key information, including provider/facility names, addresses, fax numbers, and medical record types.
- ▶ **Process Improvement & Efficiency:** Identify and recommend improvements in workflows to enhance efficiency, reduce errors, and meet organizational goals.

PROJECTS

Export Through Textile Industry: Challenges and Prospects | March 2022 - June 2022

Deenbandhu Chhotu Ram University of Science and Technology

- ▶ Analyzed trends in Indian textile exports to identify challenges and proposed strategies to enhance international competitiveness.
- ▶ Conducted research on government schemes to assess their effectiveness in promoting Indian textile exports and recommended improvements.

Traditional Kitchen vs Cloud Kitchen | June 2021 - October 2021

Deenbandhu Chhotu Ram University of Science and Technology

- ▶ Identified customer preferences and trends in the online food service sector through surveys and interviews.
- ▶ Analyzed customer feedback and data to improve the online ordering experience and proposed strategies for optimization.

ACADEMIC CREDENTIALS

Deenbandhu Chhotu Ram University of Science and Technology | September 2020 - August 2022

Specialization: Operations Management and International Business | Grade: 6.8

- ▶ During the MBA program, served as Class Representative, motivating peers to participate in activities and coordinating class tasks. Ensured deadlines were met through effective planning and follow-up, fostering teamwork and open communication. Leadership and collaboration were recognized and appreciated by both peers and faculty.

Successfully Completed End-to-End AML KYC (Anti-Money Laundering and KYC) | Udemy | Issued: January 2025