
SHUBHASHISH GOEL

Ghaziabad, Uttar Pradesh, India

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PROFESSIONAL SUMMARY

Results-driven professional with over 8 years of experience across **AML/KYC compliance, customer service, technical support, banking operations, and sales**. Strong expertise in **Enhanced Due Diligence (EDD), Customer Due Diligence (CDD), sanctions screening, and risk assessment**. Proven ability to meet regulatory requirements, improve customer satisfaction, and exceed performance targets. Currently pursuing an **MBA in Operations and Data Science**.

CORE SKILLS

- AML / KYC / KYB / CDD / EDD
 - Sanctions Screening (OFAC, PEPs, Adverse Media)
 - Compliance & Risk Assessment
 - Customer Due Diligence
 - Account Closure & Documentation
 - Technical & Voice Support
 - Banking & Financial Products
 - Client Relationship Management
 - Data Analysis & Reporting
 - Communication & Stakeholder Coordination
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PROFESSIONAL EXPERIENCE

Concentrix Daksh India Pvt. Ltd.

Compliance EDD Analyst | Jun 2023 – Present

- Conduct Enhanced Due Diligence (EDD) for high-risk retail and SME customers.
- Performing KYC checks on individuals (e.g., directors, shareholders, UBOs, HNI's) to identify potential fraud, compliance, and regulatory risks.

- Assessing the customer's nature of business and activity profile, identifying red flags, inconsistencies, and prohibited or high-risk business models.
 - Conduct adverse media screening and string searches to identify AML risks.
 - Prepare detailed **SAR/STR** reports with risk ratings and recommendations.
 - Screen customers against global sanctions lists including **OFAC**.
 - Utilize compliance tools such as **WorldCheck, Napier, Ingenious, PassFort, Think Owl**.
 - Raise RFIs, audit applications, and ensure regulatory documentation accuracy.
 - Escalating high-risk cases promptly, presenting clear rationale, supporting evidence, and recommended next steps to specialist/escalation teams.
 - Process account closures as per bank and compliance team requests.
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Concentrix Daksh India Pvt. Ltd.

Senior Technical Customer Service Associate (Voice) | Feb 2023 – May 2023

- Provided voice-based technical support for banking and accounting Software.
 - Diagnosed and resolved customer issues using system access and troubleshooting guides.
 - Managed support tickets, callbacks, and follow-ups to ensure SLA compliance.
 - Consistently met quality and performance metrics.
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Tech Mahindra Ltd.

Technical Support Specialist | Oct 2020 – Jan 2023

- Delivered technical support for Verizon TV, landline, and Fiber-optic internet services.
 - Handled customer queries via chat and voice channels.
 - Maintained accurate customer records and exceeded AHT benchmarks.
 - Recognized for high-quality service and customer satisfaction.
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Teleperformance, Greater Noida

Phone Banking Officer (Sales) | Jul 2020 – Sep 2020

- Assisted Axis Bank customers with banking services and account-related queries.
 - Promoted financial products including credit cards and health insurance.
 - Conducted follow-ups to convert leads into sales.
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I Energizer, Noida

Senior Customer Support Associate (Sales) | Oct 2018 – Dec 2019

- Assisted customers transitioning to Sprint services.
 - Recommended optimized plans, reducing average monthly bills by \$20.
 - Delivered tailored discounts resulting in cost savings for 5,000+ customers.
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ICICI Bank Ltd., Delhi

Senior Sales Officer | Oct 2017 – Sep 2018

- Managed current and savings account operations.
 - Promoted banking products including loans, mutual funds, and insurance.
 - Conducted KYC verification and doorstep banking services.
 - Achieved **IRDA certification** for life and general insurance (twice).
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Creative Lipi Webtech Pvt. Ltd.

Content Writer | Nov 2014 – Oct 2015

- Created B2B content for **IndiaMART** manufacturers, suppliers, and traders.
 - Researched, wrote, edited, and proofread marketing content.
 - Ensured consistency in tone, quality, and brand voice.
 - Analysed content performance and optimized accordingly.
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EDUCATION

MBA – Operations & Data Science (Pursuing)

SVKM's Narsee Monjee Institute of Management Studies (NMIMS), Pune | 2024 – 2026

BJMC – Journalism & Mass Communication

Chaudhary Charan Singh University | 2012 – 2015 | 64%

12th – Commerce (CBSE)

Dehradun Public School, Ghaziabad | 2012 | 62%

10th – Commerce (ICSE)

Raja Ram Mohan Roy Academy | 2010 | 72%

ACHIEVEMENTS & AWARDS

- Voice of Customer Award (Twice) – Tech Mahindra
 - Special Bonus for 100% Quality – Tech Mahindra
 - General Insurance Champion – ICICI Bank
 - 100% Quality Award – WIO Bank (U.A.E)
 - RNR Award for consistent performance – Q1 2024
 - RNR Award for consistent performance – Q2 2025
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