

VANSHIKA AGARWAL

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PROFESSIONAL SUMMARY

Motivated Finance Graduate with a strong understanding of AML/KYC compliance, financial risk analysis, and transaction monitoring. Eager to learn and develop in financial crime risk management, regulatory compliance, and fraud prevention. Experience in customer-facing roles, client verification, background screening, dispute handling, and CRM platforms. Immediate joiner with the ability to work in a fast-paced, detail-oriented environment. Seeking an opportunity in AML/KYC where I can apply my analytical skills and commitment to compliance.

EDUCATION

Master of Business Administration (MBA) in Financial Management

NMIMS, Mumbai

(2022 – 2024)

Distance Learning Mode

- Specialized in Financial Risk Management, Corporate Finance, Compliance and Regulatory Framework, Business – Ethics, Governance & Risk.
- Gained expertise in Financial Accounting & Analysis, Budgeting, Forecasting, and Variance Analysis.
- **Key Projects:** Inventory Control & Management – Process Optimization & Financial Efficiency.
- Strategic planning and financial performance improvement, focusing on cost optimization and process enhancements.
- Gained proficiency in tools and techniques for financial modelling, variance analysis, and strategic decision-making.

Bachelor of Commerce (B. Com Hons.) in Accounting and Finance

Graphic Era Hill University, Dehradun

(2017 – 2020)

- CGPA: 8.50
 - Specialized in Accounting, Financial Reporting, and Taxation.
 - **Research Project:** Online Banking in India – Enhancing Digital Banking Infrastructure and Risk Management.
 - Explored regulatory compliance challenges, cybersecurity risks, and fraud detection in digital banking.
 - Actively participated in and organized multiple college-level events, honing project management and event coordination skills.
 - Developed strong competencies in collaborative problem-solving, data analysis, and team leadership.
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PROFESSIONAL EXPERIENCE

Associate (A3)

Capgemini, Bangalore

February 2021 – April 2021

- Managed customer queries, dispute handling, and documentation while maintaining a 95% customer satisfaction rate.
- Utilized process improvement methodologies to streamline customer support, resulting in enhanced service quality and time management.
- Provided actionable insights through data-driven analysis of customer feedback, supporting strategic decision-making and variance reporting.
- Handled confidential customer data with accuracy and adherence to regulatory guidelines.

Business Associate Trainee

BYJU'S, Bangalore

October 2020 – December 2020

- Conducted client verification and due diligence to ensure compliance with company policies.
- Addressed client queries, improving retention by 15%, and ensured timely documentation of customer profiles.

- Managed customer interactions via CRM tools (LeadSquared) to track financial transactions and optimize workflow.
 - Processed customer orders with accuracy, ensuring financing options were clearly explained.
 - Handled sensitive customer data and ensured adherence to compliance guidelines.
 - Worked under tight deadlines in a high-pressure sales environment while maintaining service quality.
 - Collaborated with cross-functional teams to develop targeted marketing strategies, demonstrating flexibility and adaptability to achieve results.
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CERTIFICATION AND COURSES:

- **Investment Banking (Forage by JP Morgan) – In Progress:** Gaining insights into financial modeling and regulatory compliance.
 - **PwC Switzerland Corporate Tax Job Simulation (Forage) – In Progress** – Hands-on experience in corporate tax compliance, financial analysis, and reporting.
 - **Introduction to Credit Risk (TCS):** Developed foundational understanding of credit risk management, credit evaluation, risk mitigation strategies, and financial compliance.
 - **Basic Excel Certification (Coursera Project Network):** Proficiency in using basic formulas and functions such as data analysis, pivot tables, and financial reporting, problem solving, formatting excel spreadsheet, tables, and data formatting.
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SKILLS

- **Technical Skills:** AML/KYC Fundamentals, Transaction Handling, Microsoft Office (Excel, Word, PowerPoint), CRM Tools, Investment Analysis, Scrum, Risk Assessment
- **Analytical Skills:** Regulatory Compliance, Governance & Risk, Dispute Handling, Process Optimization
- **Client Management:** Customer Relationship Management, Conflict Resolution, Client Onboarding, Background Screening, Documentation & Reporting, Risk Mitigation and Fraud Detection
- **Soft Skills:** Strong Communication, Problem-Solving, Attention to Detail, Time Management, Team Collaboration, Adaptability, High Ethical Standards.