

ANSHU NEGI

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PROFESSIONAL SUMMARY

Detail-oriented Banking & Customer Operations professional experienced in PNO/GRO escalation handling, KYC/AML compliance, transaction monitoring, and regulatory complaint resolution. Skilled in customer onboarding, documentation review, and delivering high-quality service while maintaining compliance standards and customer satisfaction.

CORE SKILLS

- KYC / AML / EDD / CDD Compliance
- Escalation & Complaint Resolution
- Customer Onboarding & Verification
- Transaction Monitoring
- Sales & Upselling Techniques
- MS Excel & Reporting
- Leadership & Team Handling
- Problem Solving & Analytical Thinking
- Financial Modeling Basics
- Communication & Relationship Management

PROFESSIONAL EXPERIENCE

PNO / GRO Escalation Desk Executive – KocharTech, Gurugram | Sep 2025 – Present

- Handle highly escalated customer and regulatory complaints ensuring timely resolution.
- Conduct Enhanced Due Diligence (EDD) and transaction clarification processes.
- Review and verify KYC documentation and onboarding compliance.
- Maintain service quality standards and ensure high customer satisfaction.
- Coordinate with internal compliance and operations teams.

Retail Partner – Bajaj Allianz Life Insurance, Kolkata | Aug 2023 – Jun 2024

- Promoted life insurance products and guided customers on financial protection plans.
- Trained agents and supported team performance and lead generation.
- Built strong client relationships to improve policy conversions.

Inside Sales Executive – Lenskart Solutions Pvt. Ltd., Gurugram | May 2021 – Jun 2023

- Managed inbound and outbound sales operations.
- Handled customer complaints and retention strategies.
- Developed sales campaigns and worked toward revenue targets.
- Monitored market trends and competitor activities.

EDUCATION

MBA – International Business | 2022 – 2024 – NMIMS, Mumbai
B.Com (Hons.) | 2020 – Amrapali Institute of Applied Sciences, Haldwani

LANGUAGES

Hindi | English