



Balkrishna Tiwari

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WORK EXPERIENCE

[22/08/2016 – 11/02/2017]

Customer Service Representative

Concentrix Pvt Ltd

City: Pune | Country: India

- blended work profile that included e-mails and calling based on requirements;
- reverting to the e-mails of the customers related to order, refunds, replacements;
- churning out easy to follow guidelines for customers.

[14/04/2018 – 27/03/2019] **Language Teacher**

Kendriya Vidyalaya Sangathan (KV)

City: Raebareli | Country: India

- taught German language as second language;
- making sure that children are learning the language in fun way and using various interactive methods for the same;
- responsible for all the academic activities such as tests, evaluation, and feedback.

[07/07/2022 – 16/07/2023] **Senior Executive iEnergizer**

City: NOIDA | Country: India

- I was one of the first responders of the overarching set of scenarios for which customers contacted.
- Blended process, we were able to simultaneously have live chat and calls while adhering to the process's policy and needs while being 100% compliant.
- Handling customer concerns and in real-time, crafting an easy-to-follow solution.
- Managing the payment and delivery of customer orders; helping customers choose the appropriate product based on their requirements and budget.
- Addressed client concerns/complaints in a timely manner.

[06/10/2023 – Current] **Lead associate**

WNS Global

City: Gurugram | Country: India

Lead Associate:

- Started working as lead associate from 27th December 2023 till the date with international US Merchant of record entity. With count of 9-10 members my core responsibilities were to ensure that all KPIs/KRAs are met.
- Brought 30% reduction in shrinkage with maintaining general discipline and floor decorum and ensuring grievance redressal within 2 months as lead associate.
- Identify, facilitate and implement process improvement ideas for overarching betterment of the process and client satisfaction Facilitating team meetings on intermittent basis to ensure that the team members are aware of the new updates, challenges and road blocks in the fast-paced industry.
- Ensuring my KPIs and KRAs such as shrinkage, quality, AHT, RCA, ATAs, case allocation and feedback along with the meticulous research on the potential shortcomings or any improvement idea.
- Taking care of team attendance, controlling attrition and shrinkage, Ensuring timely feedback to the associates on key red flags such as late comings and hygiene issues.

Analyst:

- In charge of performing periodical review of customers basis on their risk score and rating Accountable for doing AML screening checks, risk assessments, and onboarding for US client.
- Was responsible for various checks such as website URL integrity, and TOS violation.
- Maintained continuous awareness of regulatory updates, industry trends and internal policy changes to ensure prompt and effective resolutions of compliance and risk related issues.
- Managed cases of KYC, AML, along with ensuring CDD and EDD procedures were followed accurately.
- Monitored and investigated payment discrepancies, transaction anomalies and high-risk Customer activities to prevent fraud, money laundering and other financial crimes.
- Ensured adherence to global regulatory framework including FATF (Financial Action Task Force), guidelines, PCI-DSS standards and other sanctions.

EDUCATION AND TRAINING

[20/07/2011 – 17/06/2012] **Intermediate**

UP Board of Education

City: Prayagraj | **Country:** India | **Field(s) of study:** Science

[18/07/2012 – 21/07/2016] **Graduation**

Banaras Hindu University www.bhu.ac.in

City: Varanasi | **Country:** India | **Field(s) of study:** Arts and humanities

LANGUAGE SKILLS

Mother tongue(s): Hindi, Bhojपुरी

Other language(s): **English**

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

German

LISTENING A2 READING B1 WRITING A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

My Digital Skills

Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access | CAT Tools: OmegaT | Praat | Outlook | Google Drive | social media

ACCOMPLISHMENTS

[01/06/2013] **National Cadet Core C Certificate Awarding institution:** National Cadet Core

- Completed various camps, attended OLQ sessions
 - Martial arts self-defence certificate (Taekwondo)
- **Qualified UPSC Prelims and appeared in mains (2022)**

HOBBIES AND INTERESTS

Cinephile, Fitness Enthusiast, Aviation Nerd, Music, and Poetry.