

# Bhawna Jindal

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Detail-oriented and customer-focused Support Analyst with experience in commercial client onboarding, account servicing, and compliance-driven operations. Skilled in managing end-to-end client journeys, resolving setup discrepancies, and collaborating with cross-functional teams in fast-paced service environments.

## Experience

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### Analyst, BlackRock

Sept'25–Mar'26 | Gurugram

- Handle onboarding and activation of new commercial clients, ensuring a smooth and accurate setup experience.
- Provide timely and professional support to clients through written communication channels.
- Verify and maintain client accounts in line with internal controls, regulatory standards, and compliance requirements.
- Conduct detailed reviews of corporate applications to mitigate risk and support AML, fraud prevention, and due diligence processes.
- Coordinate with internal stakeholders and cross-functional teams to resolve discrepancies, missing information, or setup issues.
- Own the complete lifecycle of client onboarding and servicing, from initiation through completion.
- Operate efficiently across multiple systems and platforms while maintaining high service accuracy and responsiveness.
- Thrive in a high-volume, deadline-driven service environment while delivering consistent client support.
- Maintain precise documentation of account activity and recommend appropriate solutions aligned with client needs and business goals.
- Consistently meet service benchmarks related to quality, productivity, and turnaround time.

### Analyst, RSPL Ltd.

Oct'23–Sept'25 | Gurugram

- Answer calls with an approach to deliver positive customer satisfaction
- Articulate complex client plans and provisions in a simplified and understandable manner helping participants make an informed decision
- Maintain internal & client defined quality on calls
- Understands and contributes positively in meeting client SLA's & targets
- Adheres to Customer Service Attendance & Accountability policies
- Ensures Customer Service Representative, Team & Client level targets (Customer Satisfaction, Service Level %, Average Handle Time, Session Time, Wait Time, Abandon Rate, Call back timeliness etc.) are met or exceeded consistently
- Take complete ownership of self-learning & development
- Ensuring proper documentation and follow-ups and follow SOP's
- Articulate complex client plans and provisions in a simplified and understandable manner to take an informed decision.
- Helps in identifying issues, process delays, and quality problems and recommends solutions and executes.
- Work with leads to ensure delivery in accordance with standard operating procedures

### Intern, CoFynd Infotech Pvt Ltd. (Summer Internship during MBA)

Feb'23–June'23 | Gurugram

- **Project Area:** Sales Operations
- **Project Synopsis:** Gained hands-on experience in client onboarding processes, sales pitch preparation, and end-to-end documentation management.
- Supported client requirement analysis and assisted in structuring value-driven sales presentations.

- Contributed to accurate documentation, compliance checks, and smooth onboarding aligned with business objectives.

## Skills

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- Customer Support & Service Management:** Client Query Resolution, Email & Ticket-Based Support, SLA & TAT Adherence, Customer Experience (CX) Management
- Client Onboarding & Account Management:** Client Onboarding & Activation, Documentation Verification, Client Data Management, End-to-End Client Lifecycle Management
- Compliance, Risk & Quality Assurance:** KYC & Due Diligence Checks, AML & Fraud Prevention Awareness, Employee Relations, Regulatory & Internal Policy Compliance
- Process & Operations Management:** Process Documentation & SOP Adherence, Workflow Coordination, High-Volume Transaction Handling, Case Management, Process Improvement & Optimization

## Education

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| ICFAI Business School, Gurugram<br>MBA/PGPM  | 2022 - 2024 |
| Indira Gandhi University, New Delhi<br>B.Sc. | 2018 - 2021 |

## Certifications/ Trainings

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- Course on Advanced Excel
- Certificate on Labour Laws and Compliance (IBS Gurgaon)

## Extracurricular Activities

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- Editor of quarterly editorial magazine 'SAMVAAD' at IBS (2022-2024).
- Core Member of the Committee's Club at IBS (2022-2024).