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BALDEEP SINGH

PROFILE SYNOPSIS

Resourceful Business Administration Graduate seeking a role in finance or operations sector with effective communication, analytical & troubleshooting skills.

SKILLS

- Communication
- KYC
- Leadership
- Organization
- Research
- Analytical
- Customer Due Diligence
- Customer Onboarding
- Coordination
- Time Management
- Enhanced Due Diligence

TECHNICAL SKILLS

MS Office Suite

Google Applications Suite

PROJECTS

- Summer Training Report on **Social Media Marketing**
- Major Project Report on **Consumer Behavior Towards Online Shopping**

LANGUAGES

| English | Punjabi | Hindi

JOB EXPERIENCE

| Genpact | 10th Aug 2023 – 16th Feb 2025.

- Performing KYC Due Diligence/EDD/CDD of new accounts.
- Reviewing all KYC requirements for new client onboarding.
- Assessing Risks working with new customer accounts.
- Conducting screening checks through tools – LexisNexis and World Check.
- Sanction Screening by using Fircosoft tool.

| Better | 16th Nov 2021- 7th Jun 2023 |

- Performed Customer Due Diligence.
- Requested and Reviewed required documents for KYC.
- Ensured customers are on boarded successfully.
- Helped borrowers fulfil eligibility criteria (DTI,LTV,Assets,CreditScoreetc)
- Being one of the pilot batch members, trained new joiners and existing team mates.

| Amazon | 31st Aug 2020- 28th Feb 2021 |

- Solved issues of customers by providing them the support they needed.
- Troubleshoot problems and see them through to resolution.
- Escalated unresolved issues to the appropriate internal teams.
- Won SPOT Award for maximum number of issues resolved in a day.
- Achieved 100% customer satisfaction.

EDUCATION

2020 | B.B.A

Maharaja Surajmal Institute, GGSIPU 84.6%

2017 | H.S.C(Commerce with Maths)

Guru Harkrishan Public School, CBSE 69.6%

2015 | S.S.C

Guru Harkrishan Public School, CBSE 8.8CGPA

HOBBIES

- Traveling
- Passionate for Driving
- Making YouTube videos (Channel Name- BALDEEP SINGH, 9908 Subscribers <https://www.youtube.com/c/BaldeepSingh>)