



# MANJEET JANGIR

## Profile

Seasoned AML **Business Analyst / Team Lead** with over 8+ years of experience in financial crime prevention and risk management. Proven ability to develop and execute risk mitigation strategies, identify suspicious activity, and comply with regulatory requirements. Seeking an opportunity to use skills and experience to protect the financial system from abuse.

## Experience

### Business Analyst / Team Lead,

01/2024 – CURRENT

#### GENPACT INDIA PVT LTD - GURUGRAM, India

- **Established efficient workflow processes, monitored daily productivity and implemented modifications to improve overall effectiveness of personnel and activities.**
- **Trained employees in company and regulatory compliance requirements to promote conformance.**
- Conducted Blockchain Analysis on Coinbase platform including cryptocurrency transaction monitoring, alert triage, and SAR preparation for risk mitigation to reduce fraud, understand counterparty risk and satisfy AML requirements.
- Reviewed transactions and alert activities for Money laundering activities, identifying red flag issues and escalating within AML framework for further investigation.
- Conducted quality control on analysts to ensure account reviews and narrations are up to standards and informed analysts of their mistakes and provided feedback on how they can improve on future reviews.
- Managed queue of alerted cases and escalations for risk review that included interactions with Darknet Markets, Scams, Terrorist Financing, OFAC, Child Exploitation as well as various AML, scenarios, Blockchain screenings and High-Risk IP address investigations.
- Demonstrated KYC requirements, perform research, and articulated findings in a clear, concise manner that include relative supporting documents.
- Provided coaching feedback to fraud investigators and other analysts.
- Assessed the research, documentation, investigations and monitoring conducted and provided a report of findings ensuring the correct resolution decision was made.
- Met and exceeded production targets per day.
- Quality Assurance (QA) reviews the completed cases for accuracy, completeness, and decisioning.

## CONTACT

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## SKILLS

- Fast Learner
- Teamwork
- Problem-Solver
- Communication Skills
- Microsoft Office
- Team Leadership
- Multi-Tasker
- Technical Support

## ACHIEVEMENTS

- Star Performer
- Training Champion

## LANGUAGES

- English
- Hindi

**AML Analyst, 10/2021 – 01/2024**

**NTT DATA IPS PVT LTD - NOIDA, India**

- **Promoted from Analyst to Peer Reviewer and Training Champion within 8 months.**
- Performed AML risk-based review and analysis on individual and business accounts and made recommendations for further review
- Reviewed and analysis on Moderate Risk accounts
- Conducted enhanced due diligence research of individuals, institutions and trusts through KycNet (Passport), CustomerLink, ServiceLink, DepositLink, MortgageLink, Fibos, CALMS2cms, TSYS, Message Repository, CORE, Company House, OpenCorporates, LexisNexis, and other internet tools.
- Interacted with Bank management on suspicious transactions conducted by customers.
- Used transactional and customer records, external data, publicly- available information, and other information to identify suspicious or unusual activity.
- Performed detailed analysis to detect patterns, trends, anomalies and schemes in transactions and relationships across multiple businesses/products.
- Identified training opportunities and developed, conducted, and assisted with a wide range of BSA/AML- related training.
- Assist with preparation and review of materials gathered for regulatory exams/audits
- Participated in projects focused on improving existing processes within the AML department as well as across the bank's departments where appropriate.
- Performed ad hoc analysis of complex issues requiring detailed knowledge of banking operations and regulatory requirements regarding Anti-Money Laundering (AML) matters.
- **Training Champion** - Responsible for training new hires and Weekly refreshers on complying with company's due diligence procedures and regulatory mandates.

**AML/KYC Executive, 07/2017 – 09/2021**

**SBI CARDS AND PAYMENT SERVICES PVT LTD –**

Gurugram, India

- Document verification as per the KYC norms of RBI Guidelines
- Allocate the data to production Team for KYC document validation
- Handling the escalation cases
- Data Management
- Mentoring of New User
- Policies Development
- Testing of the new macro file
- Testing of the new Decisions format
- Report Publishing
- Random audit of validation cases.

**Senior Executive – Operations, 04/2016 – 11/2016**

**AEGIS LIMITED – Gurugram, India**

- Airtel Retention Premium Process (Outbound Call Centre)
- Actively listened to customers to fully understand requests and address concerns.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.
- Customised customer experiences to build brand loyalty.
- Diffused challenging situations using conflict management techniques.
- Handled customer concerns and escalated major issues to supervisor.

## **EDUCATION**

**Bachelor of Technology - Mechanical Engineering, 2015**

**St. Margaret Engineering College - Neemrana, RJ**