

# RANJEET SINGH

Saguna more, Danapur Cantt, Patna Bihar- 801503

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## Objective

To work in a reputed organization where I get an opportunity to sharpen my skills and provide me an opportunity to grow and to explore my potential.

## Experience

**Genpact India Private Limited, Gurugram**

Designation: Process Developer

Duration : March, 2022 – Till Date

### ROLES AND RESPONSIBILITIES:

- Working with Australian bank FCFP (Sanctions screening).
- Part of financial crime compliance and working in SWIFT payment screening.
- Performing Enhanced Due Diligence, Client Due Diligence to identify risk involved in payments.
- Responsible for Identifying Red Flags and escalating STR including HRJ for further action.
- Identify, investigate and document reports of unusual or suspicious activities.
- Responsible for reviewing SLA on a daily basis and performing R&D for missed SLA and sharing reports with Management.
- Responsible for preparing SOD and EOD reports.
- Responsible for Connecting with the Onshore team through emails and calls for QA disputes and sharing updates with the team.
- Responsible for performing Quality Audits and organizing Quality huddles on a weekly basis.
- Working on different tools including World check.
- Expertise in different Queues like (MT, and MX)- SWIFT, SWIFT AML, and BANKTRADE.

**Kochertech Private Limited, Gurugram**

Designation: Customer care Executive

Duration: June 2021 – Nov 2021

### Roles and responsibilities

- Handling customer queries and complaint over the call and resolve the issues.
- Providing detailed information about plans and schemes to customers.
- Resolving customer issues with best solution within the TAT.

The Muse Sarovar Portico, Delhi  
Designation: Front office Associate  
Duration: April 2015 – Jan 2017

### **Roles and responsibilities**

- Maintaining daily Cash report and sales report and sharing reports with backend team.
- Taking care of daily check-ins and check-outs.
- Making rooms reservation over the call and mails.
- Handling customer queries and complaints.

### **Education**

- **Graduation** from Magadh University, 2013
- **Senior Secondary** from BSEB, 2010
- **High school** from BSEB, 2008

### **Professional/Technical Qualification**

- One year Advance Diploma in Computer Application (ADCA)

### **Skills**

- **Computer Skills:** MS excel, MS word, MS power point.
- Expertise in Tools like Service Online, Net Reveal, World Check, IDS, IDS V2.
- **Other Skills:** Forecasting, Team Management, Transaction monitoring, Screening, Customer Due Diligence, Enhanced due diligence, AML, Fraud Preventions.

### **Awards**

- Bronze Award for FY 2022-23
- Bronze Award for FY 2023-24

### **Personal Details**

<b>Name:</b>	Ranjeet singh
<b>Date of Birth:</b>	25-08-1992
<b>Nationality:</b>	Indian
<b>Marital Status:</b>	Unmarried
<b>Contact No.:</b>	7209747647
<b>Language Known:</b>	English, Hindi
<b>Hobbies:</b>	Listening to Music, Net surfing.

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### **Declarations:**

I hereby declare that above mentioned particulars are true to my best of knowledge and belief.

**(Ranjeet singh)**