
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 withing 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

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

Declarations:

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

(Ranjeet singh)