

Ruchita

New Delhi

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Objective

Seeking an entry-level role in Anti-Money Laundering (AML) where I can apply my analytical skills, attention to detail, and problem-solving abilities. With a background in customer support, I bring strong communication skills and a customer-centric approach to financial compliance and risk assessment.

Experience

- FIS Global Business Solutions** Aug 2022 - April 2023
Customer Support Executive
 - Assisting UK Based Network Tesco Mobile Customers.
 - Handling and Resolving customers issues and complaints to maximize the customer satisfaction.
 - Handling multiple chats simultaneously.
 - Offering accurate and helpful information about products, services, policies and procedures to customers.
 - Following up with customers to ensure their issues are resolved satisfactorily and to gather feedback on their experience.
 - Representing the company in a very professional manner and courteous manner at all times adhering to company policies and values.
 - Maintaining detailed records of customer interactions, transactions and comments for future reference.
- Teleperformance** December 2023 - May 2024
Customer Support Executive
 - Handle inbound international calls to assist customers with their inquiries, issues and concerns.
 - Provide accurate and timely information regarding products, services and policies.
 - Ensure clear and effective communication, overcoming language barriers and culture differences.
 - Handle complaints with professionalism empathy and patience.
 - Strive to provide a positive customer with each interaction.
 - Ability to analyze problems and devise effective solutions.
 - Ability to understand and share the feelings of customers, providing personalized support.
 - Ensuring accuracy in resolving customer issues and documenting interactions.
- Amazon** Aug 2024 - Present
Customer Support Associate
 - Handle customer inquiries, complaints, and support requests via live chat and calls for international North America.
 - Assisting with orders, refunds, and returns
 - Resolving payment and account issues
 - Providing product and service information
 - Handling escalations and customer complaints
 - Ensuring customer satisfaction and meeting performance metrics including ACHT, CCX, DSR, and RAP.

Education

- Suditi Global Academy** 2017
Intermediate
- Kanpur University** 2020
Bachelor of Commerce

Skills

- Strong Communication skills
- Strong Analytical, Problem solving and Organizational skills
- Knowledge of AML, KYC, SAR, CDD
- Customer Satisfaction
- Attention to detail
- Working knowledge of MS Office : MS Excel, MS Word, MS PowerPoint

Languages

- English - Fluent
- Hindi - Native

Interests

- Music
- Creating Content