

Sudhanshu Kumar

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Experienced analyst with a strong background in recruitment, customer service, analytics, fraud detection, and anti-money laundering (AML). Skilled in leveraging analytical tools such as Salesforce, Excel, and Google Analytics to extract insights and enhance operational efficiency. Proven expertise in risk management, AML compliance, and reporting, with a collaborative approach to supporting strategic decision-making.

Experience

Recruitment Analyst (IT Recruiter) | Head Field Solution Pvt Ltd | Noida **11/2022 – 01/2025**

- Expertise in overseeing the entire recruitment process, including sourcing, screening, interviewing, and creating data-driven job posting.
- Skilled in managing recruitment databases, analyzing trends, generating reports, and tracking hiring progress to meet company goals.
- Used candidate databases and analytics tools to ensure optimal alignment between candidate qualifications and client job requirements.
- Conducted market research and competitor analysis to identify emerging trends and inform strategic recruitment efforts in information technology roles.
- Analyzed recruitment data to provide actionable insights, identifying areas for improvement in the hiring process and ensuring alignment with organizational goals.
- Experienced with ATS, HRIS, MS Word, Excel, Hangouts, Skype, and Outlook, with a focus on data analysis, reporting, and continuous process improvement.
- Worked with prestigious clients like Marriot International, KBRA, Highmark Health, US Steel, DTCC, Verizon, Williams, and ExxonMobil providing valuable recruitment insights.

DBOR (Fraud Analyst) | Alorica | Mohali **02/ 2022 – 11/2022**

- Analyzed payment transactions to detect and prevent fraud, ensuring AML compliance and optimizing payment processing accuracy.
- Utilized Salesforce CRM to manage client interactions, track communications, and generate actionable reports for fraud detection and AML monitoring.
- Reviewed and addressed escalated customer issues via email and live chat, ensuring compliance with AML policies, quality control standards, and internal regulations.
- Analyzed customer feedback and transactional behaviors to refine AML screening processes, leading to improved customer retention and reduced fraudulent activities.
- Identified and addressed suspicious payment patterns, implementing corrective actions to strengthen fraud prevention and AML measures.
- Developed and tracked key performance indicators (KPIs) to measure service quality and evaluate the effectiveness of fraud and AML detection strategies.
- Built long-term customer relationships by monitoring payment behaviors and AML red flags, mitigating risks, and ensuring regulatory adherence.
- Collaborated with cross-functional teams to optimize service delivery, leveraging analytics and AML compliance tools to predict and prevent financial crimes.

Internship

Business Analyst | Times of India | Chandigarh

06/2021 – 08/2021

- Coordinated with managers to analyze performance metrics and provided actionable recommendations to improve sales strategies.
- Created reports using Salesforce and Google Analytics to understand customer behavior and predict trends.
- Assisted in managing high-volume customer inquiries, analyzing call data to provide insights for service improvement.

Skills

- ATS (Eg. Ceipal, Bullhorn and Jobvite)
- Salesforce CRM
- SAP
- Excel
- SQL
- Python
- ServiceNow (SNOW)
- Tableau
- Power BI
- Google Analytics
- Analytical Thinking
- Time Management
- Problem Solving
- Communication

Education

- **Master of Business Administration (MBA) | Chandigarh University | Mohali** **2022**
7.79 GPA
- **Bachelor of Computer Applications (BCA) | Chandigarh University | Mohali** **2020**
6.20

Certifications

- Deloitte Australia Data Analytics Job Simulation on Forage 01/2025
- Tableau for Beginners: Get DA Certified, Grow Your Career from Udemy 08/2022
- Python 3.4.3 Training from Spoken Tutorial 10/2019
- Business Analytics with Excel from Simplilearn 02/2025
- Business Analytics for Decision Making from Coursera 09/2020
- Excel Skills for Business: Essentials from Coursera 09/2020
- From Excel to SQL from LinkedIn 01/2022
- Learning Salesforce for Admins from LinkedIn 02/2022
- National Institute of Securities Markets (NISM) 2022

Languages

- English - Fluent
- Hindi - Native